I&A System Quick Reference Guide Table of Contents

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I&A Features

The recent updates have streamlined access when it comes to managing your information in NPPES, PECOS, and HITECH. **If you accessed any of these systems prior to October 7th 2013, your existing account will still work just as it did previously, and has been updated to take advantage of the new features.**

Create an Account

Depending on the type of user you are, and how you have setup your account, I&A will allow you to access various CMS computer systems such as NPPES, PECOS, and HITECH and perform actions such as creating an NPI or updating Medicare Enrollment information.

Retrieve and Reset Forgotten Usernames and Passwords

All Users will have the ability to retrieve forgotten user IDs and reset forgotten passwords through the online tools, rather than contacting CMS External Users Services (EUS).

Unlock an Account

Users who lock their account by incorrectly entering the User ID and/or Password incorrectly will have the opportunity to unlock their account through the online tools, rather than contacting CMS External User Services (EUS).

Register to access CMS Systems on behalf of your Organization

Authorized and Delegated Officials will be able to add their Organization as an employer in I&A, in order to access PECOS or HITECH on behalf of their Organization, or so their 3rd Party Organization can work on behalf of Providers.

Add and Manage Staff within your Organization

I&A allows Authorized and Delegated Officials to add and remove Staff from their Organization, and control the functions accessible to those staff.

Work in CMS Systems on behalf of Individual or Organizational Providers

I&A allows its users to quickly and securely manage connections between Individual Providers or Organizational Providers, and their relationships with Surrogates who work on their behalf.

IMPORTANT NOTE:

Registering/Updating Information in the Identity & Access Management (I&A) System

Registering or updating information in the I&A system does not automatically enroll you in Medicare, register you for an NPI, or perform any other actions or updates in the PECOS, NPPES, or HITECH systems.

If you created your account prior to October 7th 2013, and the information shown under your profile information, employers, or connections is not accurate please see the Frequently Asked Questions (FAQ) for more information on how to update your information.

Connections in the Identity & Access Management (I&A) System

Group Practices or any other Organization who act on behalf of Providers as Surrogates, and have 1,000 or more Connections to Individual Providers (EPs) in the Identity & Access Management (I&A) system may experience an issue when attempting to access records for these providers in PECOS or in HITECH (R&A). Until a fix can be implemented you can avoid any issues by reducing the number of EPs that any one Staff End User within your Organization has connections to within I&A. If a user acts on behalf of 1,000 or less EPs they should not have any issues accessing records within PECOS or HITECH(R&A).

What Type of User are You?

Review the terms. Which term best defines you and your organization? Depending on your situation it may change.

Individual Provider/Supplier

- An individual that provides services to Medicare beneficiaries and submits claims to Medicare and/or reassigns benefits to an **Organizational Provider** (such as a group practice or hospital) that submits claims to Medicare on their behalf (e.g., Provider working for a Group Practice, or Solo Provider).
- Must have or be eligible for a Type 1 NPI in NPPES.

Organizational Provider

- An Organization that provides medical items and/or services to Medicare beneficiaries (e.g., DMEPOS Supplier, Physician Group Practice, Hospital, etc…) that submits claims to the Medicare Part A and/or Part B programs
- Must have or be eligible for a Type 2 NPI in NPPES.

3rd Party Organization

- A third-party organization (e.g., billing agency, credentialing consultant, or other staffing company) that has business relationships with **Individual Providers** or **Organizational Providers** to work on their behalf.

Authorized Official (AO)

- An appointed official of an **Organizational Provider** or **3rd Party Organization** with the authority to legally bind that organization and conduct business on behalf of the organization. If an **Organizational Provider**, also ensure the organization's compliance with Medicare statutes, regulations and instructions.
- Able to initiate or accept connections, and manage staff on behalf of his or her organization.

Delegated Official (DO)

- An individual, delegated by the Authorized Official of an **Organizational Provider** or **3rd Party Organization**, with the authority to legally bind the organization and conduct business on behalf of the organization. If an **Organizational Provider**, also ensure the organization's compliance with Medicare statutes, regulations and instructions.
- Able to initiate or accept connections, and manage staff on behalf of his or her organization.

Staff End User (SEU)

- An individual (e.g., Credentialing Specialist, Office Manager, etc…) who has been approved by an Authorized or Delegated Official of an **Organizational Provider** or **3rd Party Organization,** or who has been approved by an **Individual Provider**, as an employee of that Organization, or is employed by that Provider.
- An employee of an **Individual Provider** or **Organizational Provider** that is authorized to access, view, and modify information within a CMS computer systems on behalf of their employer

Surrogate

- An **Organizational Provider** that has a business relationship with an **Individual Provider** to access, view, and modify information within CMS computer systems on their behalf;

OR

- A **Third-Party Organization** that has a business relationship with an **Individual Provider** or **Organizational Provider** to access, view, and modify information within CMS computer systems on their behalf.

What You Can Do?

Role	Represent an Organization	Manage Staff	Approve/Manage Connections	Act on behalf of a Provider in CMS systems
Individual Provider	Yes	Yes	Yes	Yes
Authorized Official	Yes	Yes	Yes	Yes
Delegated Official	Yes	Yes	Yes	Yes
Staff End User	No	No	No	Yes
Surrogate	No	No	No	Yes

Examples - Setting Up Your Account

Create Your Account

If you have received an Invitation Email containing a PIN and you don't yet have an I&A account, follow the instructions in section ***How New I&A Users Register from a Staff End Users (SEU) or*** Delegated Official (DO) Invitation.

If you have received an Invitation Email containing a PIN and you already have an I&A account, follow the instructions in section ***How an Existing I&A User Responds to a Staff End Users (SEU) or*** Delegated Official (DO) Invitation.

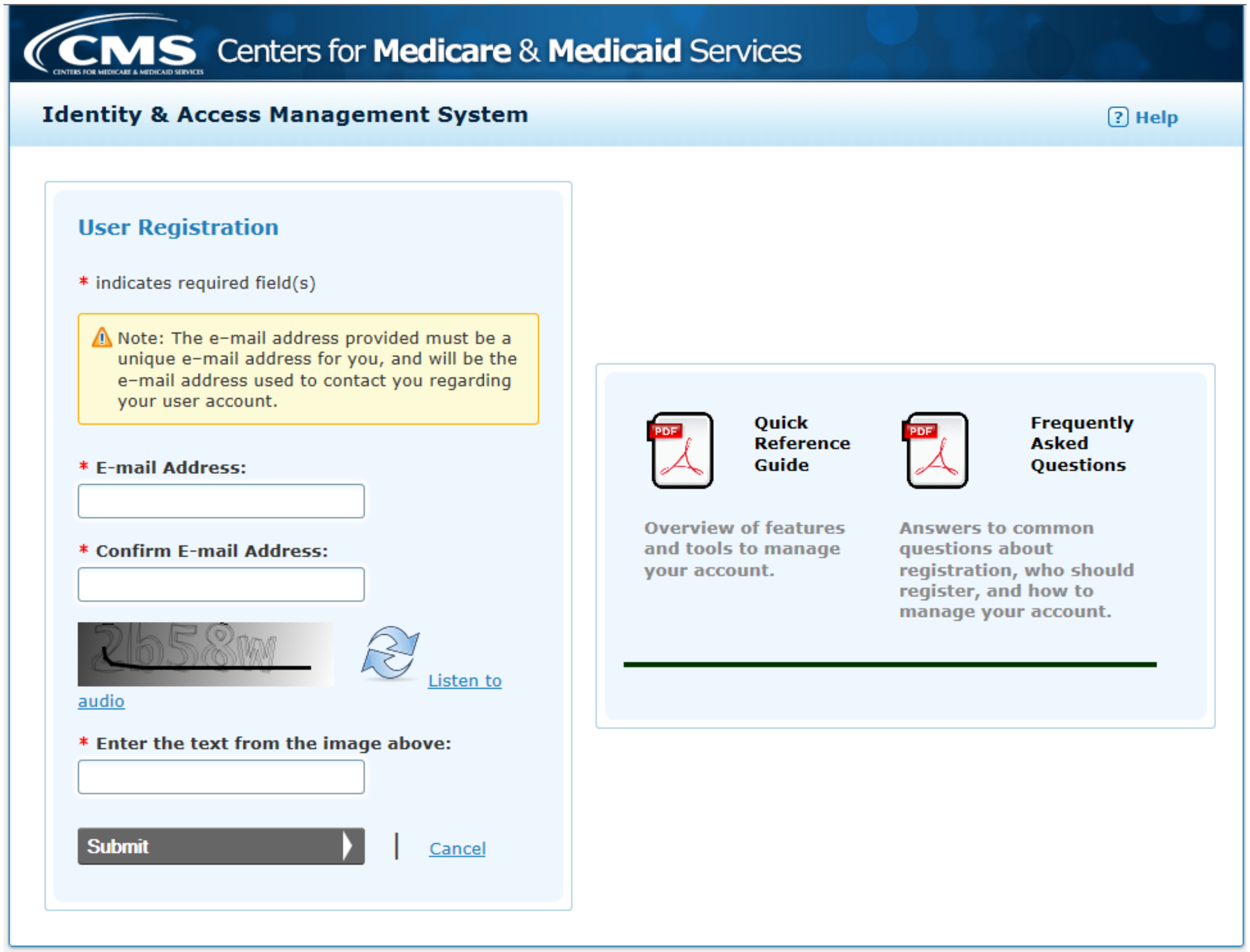
1. click 

button or select the register link on the I&A login page and you will be navigated to the User Registration page.

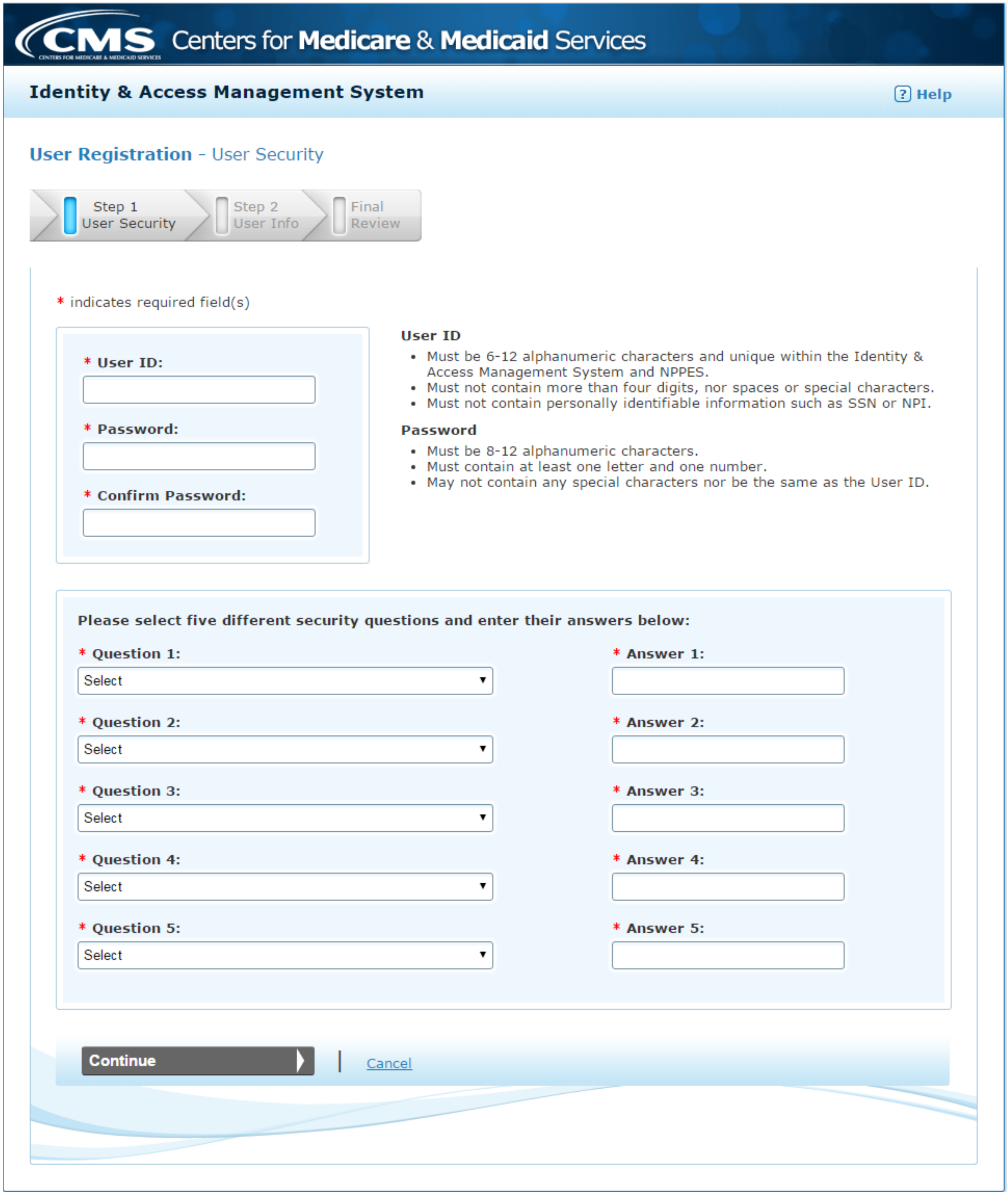

CMS Centers for Medicare & Medicaid Services
Identity & Access Management System
Help
Authorized users are able to sign in to the Identity & Access Management System. If you are a new user you must first register.
Sign In
* indicates required field(s)
* User ID:
* Password:
Sign In
Forgot Password
Retrieve Forgotten User ID
Enter your PIN
One account to access multiple systems
Create one account with the Identity & Access Management System to manage access to NPPES, PECOS, and EHR incentive programs, manage staff, and authorize others to access your information.
Create Account Now
PECOS
Use this system to register for Medicare or update your current enrollment information.
EHR
INCENTIVE PROGRAM
Register to receive EHR incentive payments for eligible professionals and hospitals that adopt, implement and upgrade or demonstrate meaningful use with certified EHR technology.
NPPES
National Plan & Provider Enumeration System
Use this system to apply for and manage National Provider Identifiers (NPIs).
PDF
Quick Reference Guide
Overview of features and tools to manage your account.
PDF
Frequently Asked Questions
Answers to common questions about registration, who should register, and how to manage your account.

2. Enter your emaial address and the text seen in the image on the User Registration page. If you have trouble seeing the image you can either select the Listen to Audio link or select the  icon to have the image refreshed.

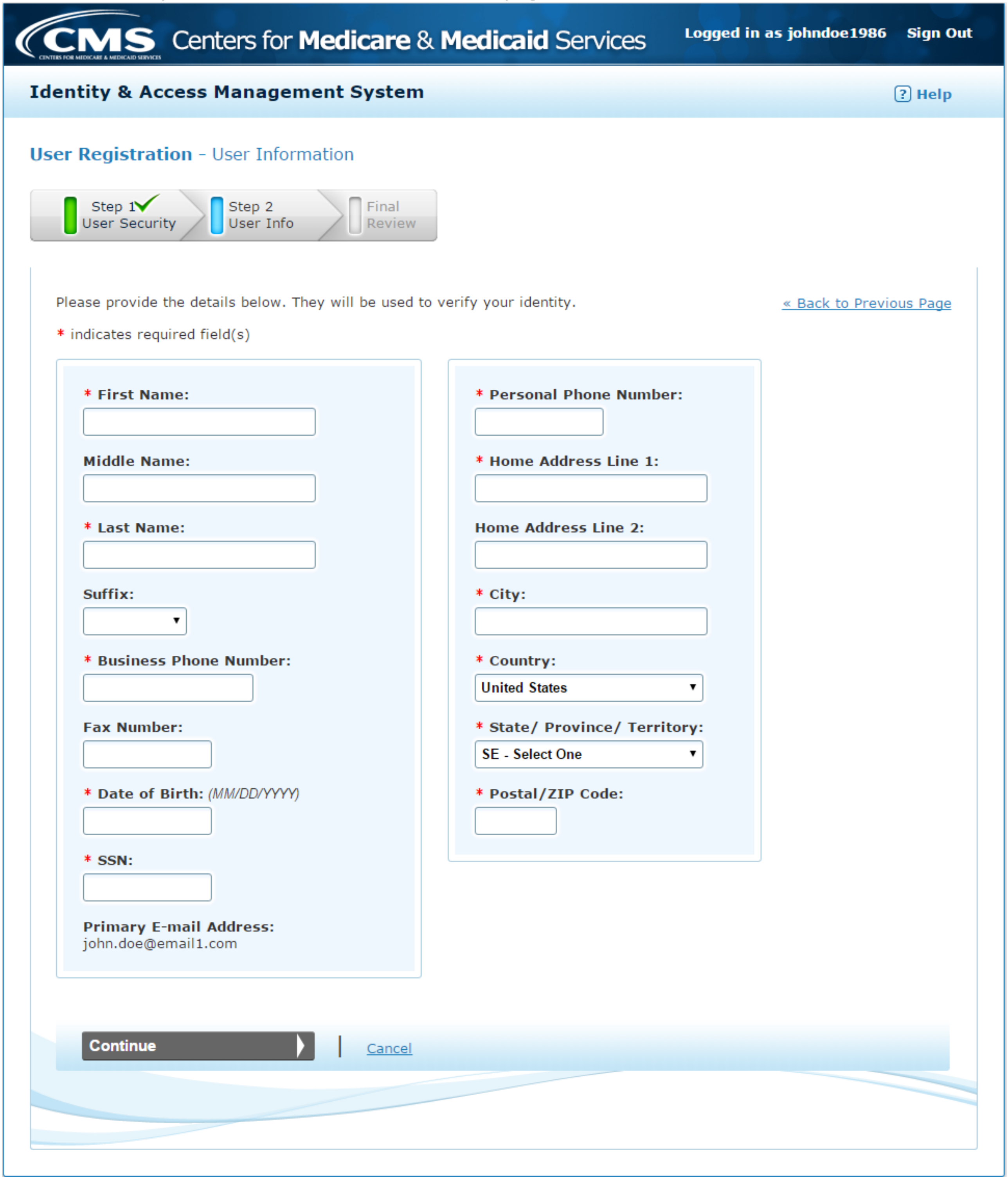
   Once you have successfully entered the required data, select the ***Submit*** button



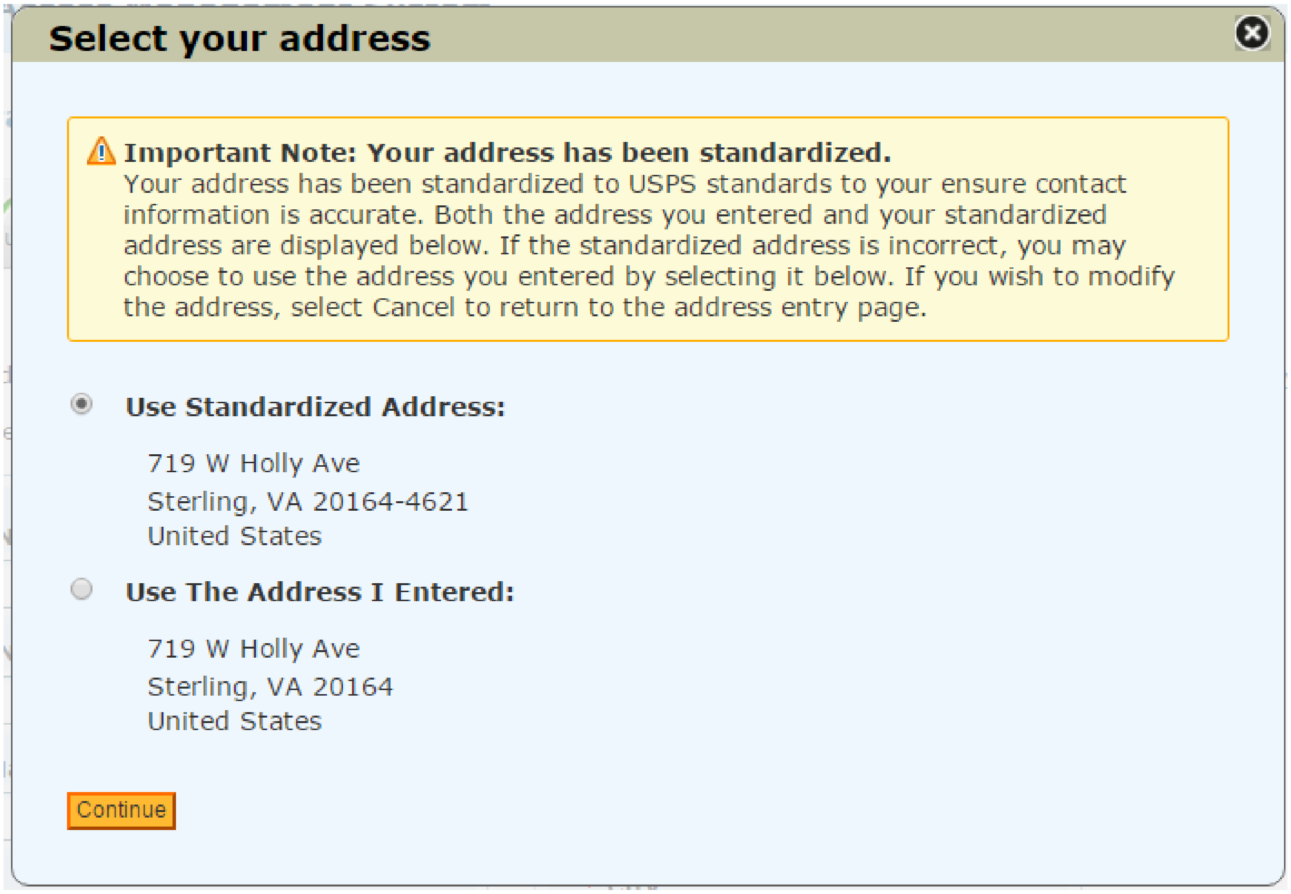
3. Enter the required data on the User Security page and select the ***Continue*** button.
   Security Questions and Answers cannot be duplicated. You must select 5 different questions, each having a unique answer (differernt from the other 4 answers).



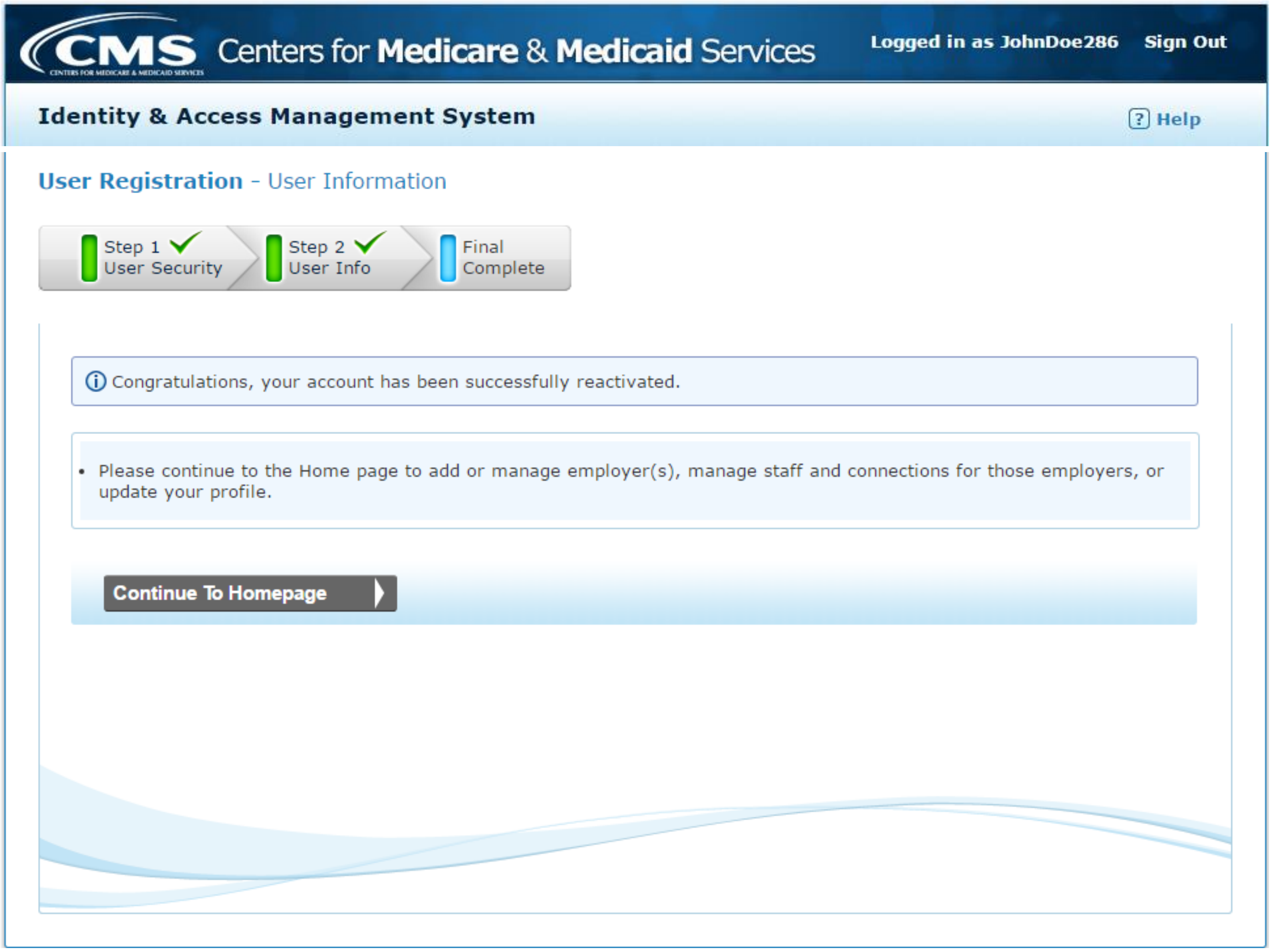
4. Enter the required data on the User Information page and select the ***Continue*** button.



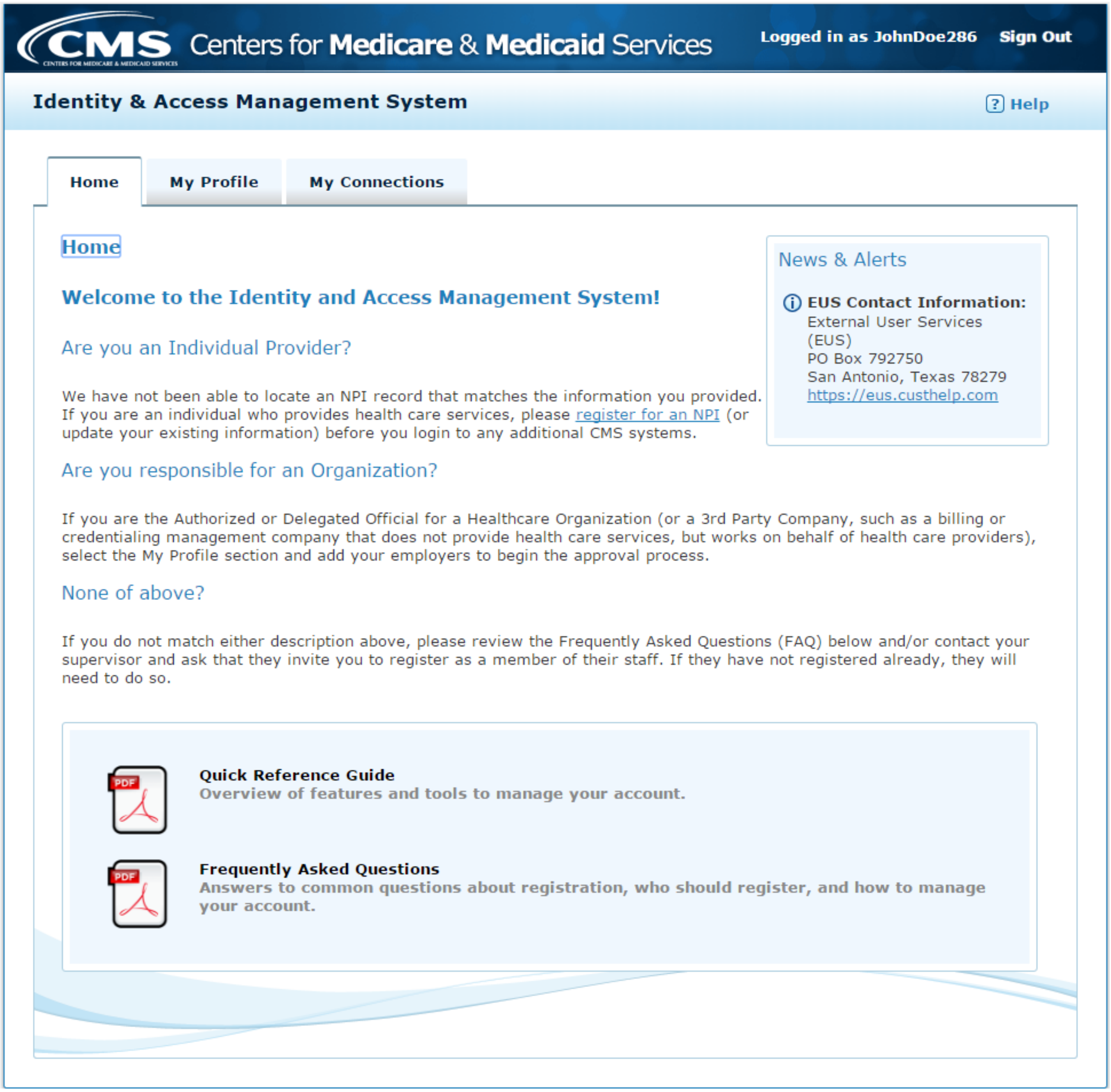
5. The system will attempt to standardize your address to meet USPS standards. If the standardized address is different from what you entered. The system will alert you. We encourage you to use the standardized address unless it is incorrect.

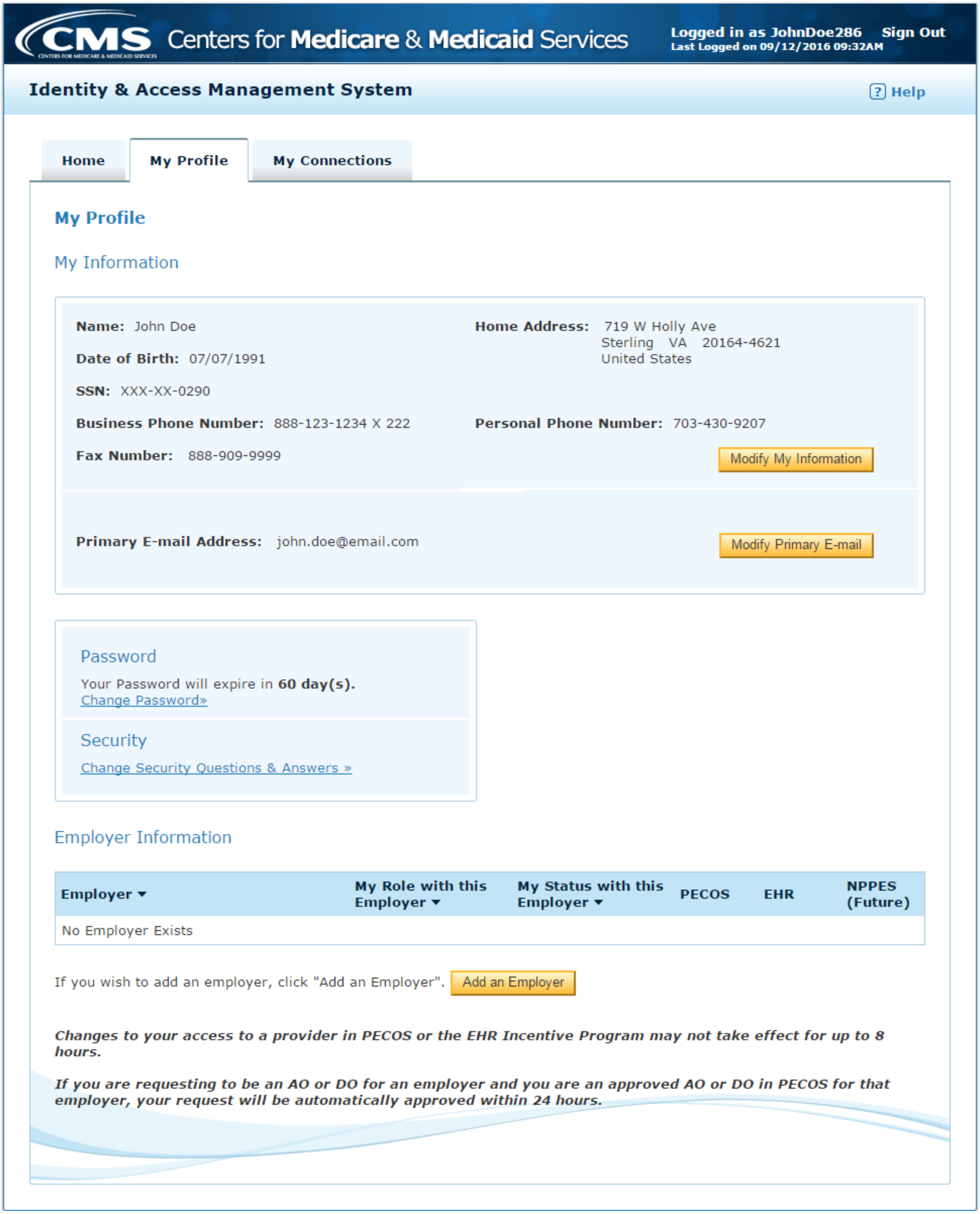


6. Your registration is complete, select the ***Continue to Homepage*** button to be navigated to your I&A Home page.



You have successfully created your I&A account.




CMS Centers for Medicare & Medicaid Services
Logged in as JohnDoe286 Sign Out
Last Logged on 09/12/2016 09:32AM
Identity & Access Management System
Help
Home
My Profile
My Connections
My Profile
My Information
Name: John Doe
Date of Birth: 07/07/1991
SSN: XXX-XX-0290
Business Phone Number: 888-123-1234 X 222
Fax Number: 888-909-9999
Home Address: 719 W Holly Ave
Sterling VA 20164-4621
United States
Personal Phone Number: 703-430-9207
Modify My Information
Primary E-mail Address: john.doe@email.com
Modify Primary E-mail
Password
Your Password will expire in 60 day(s).
Change Password»
Security
Change Security Questions & Answers »
Employer Information
Employer
My Role with this Employer
My Status with this Employer
PECOS
EHR
NPPES (Future)
No Employer Exists
If you wish to add an employer, click "Add an Employer".
Add an Employer
Changes to your access to a provider in PECOS or the EHR Incentive Program may not take effect for up to 8 hours.
If you are requesting to be an AO or DO for an employer and you are an approved AO or DO in PECOS for that employer, your request will be automatically approved within 24 hours.

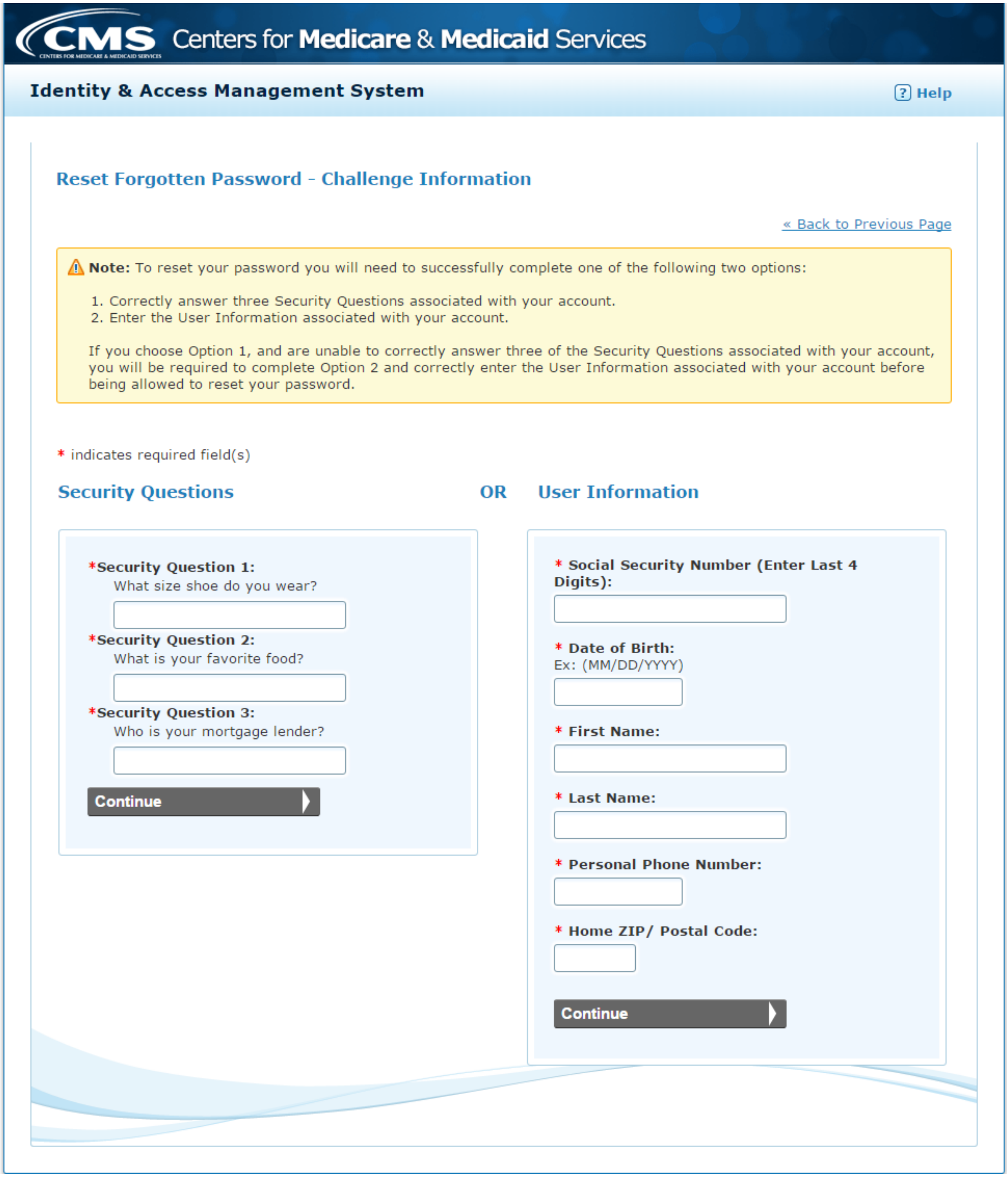
Unlock an Account or Reset Forgotten Password

Your account will be locked if you incorrectly entered your User ID and/or Password three times. When this happens you will receive the following error message and will have the opportunity to unlock your account online by resetting your Password.

1. Select the **Forgot Password** hyperlink within the error message or below the **Sign In** button on the I&A Sign In page.

2. On the Reset Forgotten Password – User ID page, enter the User ID associated with locked account and click the **Continue** button.

3. On the Reset Forgotten Password – Challenge Information page, you have the choice of either entering the User Information associated with your locked account or answering three of your Security Questions. Enter the data and click the appropriate **Continue** button.



CMS Centers for Medicare & Medicaid Services

Identity & Access Management System Help

Reset Forgotten Password - Challenge Information

« Back to Previous Page

Note: To reset your password you will need to successfully complete one of the following two options:

1. Correctly answer three Security Questions associated with your account.
2. Enter the User Information associated with your account.

If you choose Option 1, and are unable to correctly answer three of the Security Questions associated with your account, you will be required to complete Option 2 and correctly enter the User Information associated with your account before being allowed to reset your password.

* indicates required field(s)

Security Questions **OR** **User Information**

***Security Question 1:**
What size shoe do you wear?

***Security Question 2:**
What is your favorite food?

***Security Question 3:**
Who is your mortgage lender?

Continue

* **Social Security Number (Enter Last 4 Digits):**

* **Date of Birth:**
Ex: (MM/DD/YYYY)

* **First Name:**

* **Last Name:**

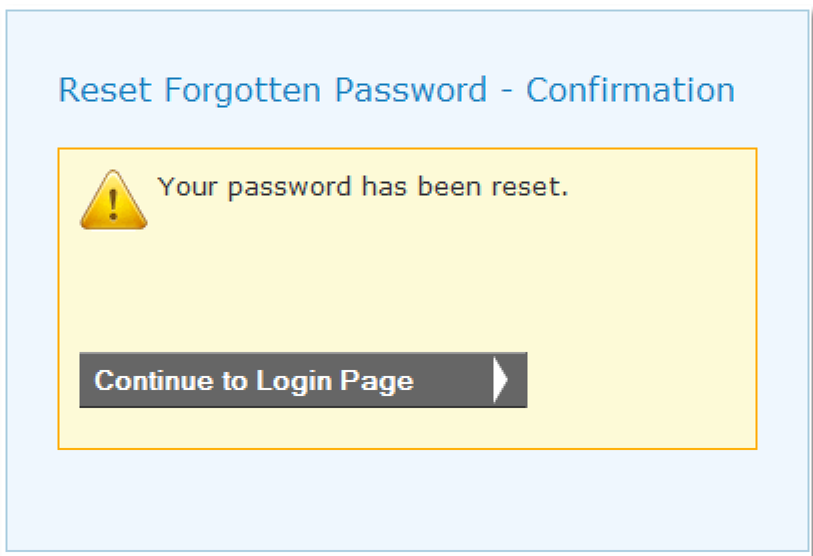
* **Personal Phone Number:**

* **Home ZIP/ Postal Code:**

Continue

4. On the Reset Password page, enter your new password and click the **Reset** button.

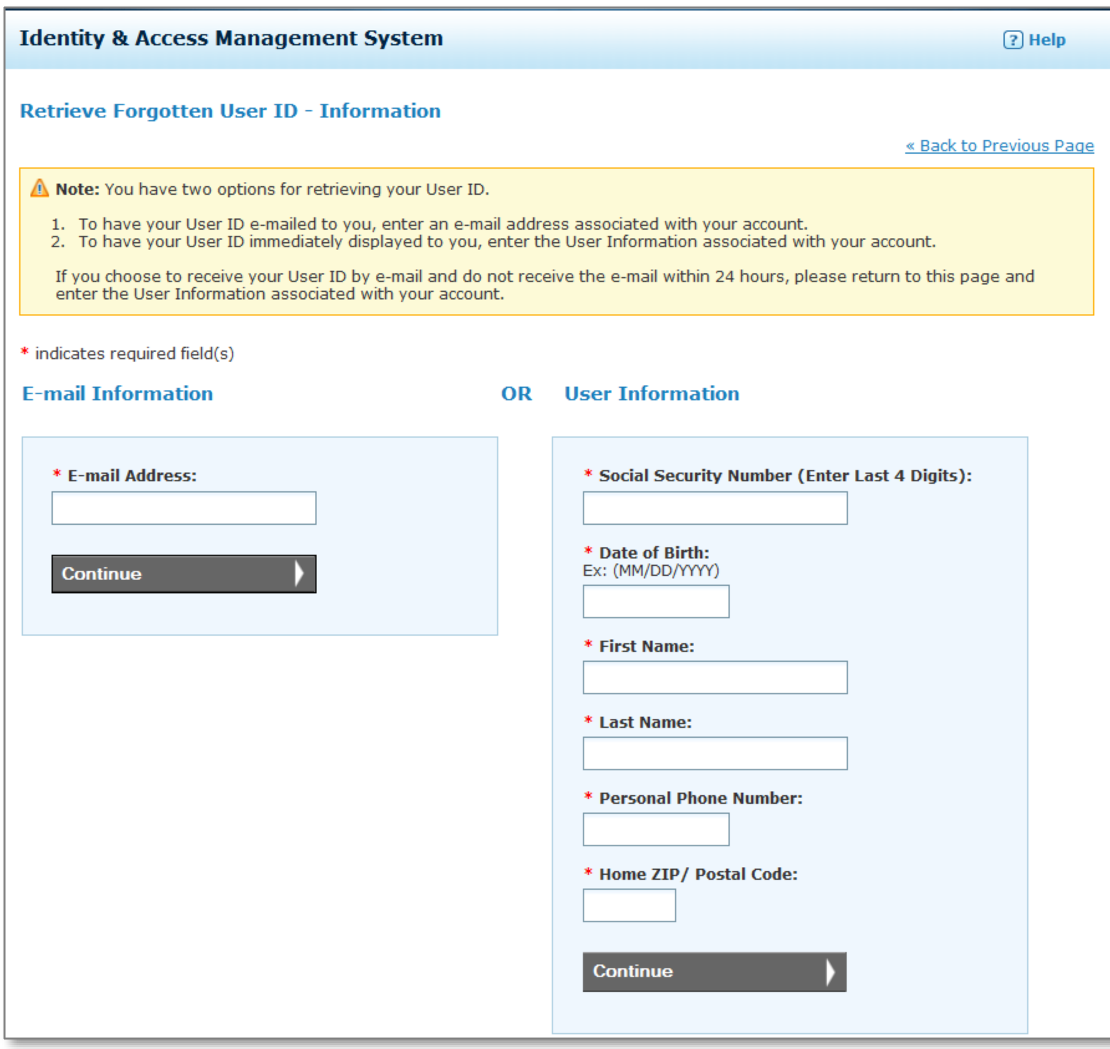
5. When you receive the Reset Forgotten Password – Confirmation, you will have successfully unlocked the account without involving EUS. You can then click the **Continue to Login Page** button to login to I&A or navigate to the PECOS/EHR system and login.



Retrieve Forgotten User ID

- On the <u>I&A Sign In page</u> select the **Retrieve Forgotten User ID** hyperlink.
- On the <u>Retrieve Forgotten User ID - Information</u> page, you can chose to enter your *E-mail Information* OR *User Information* associated with your account and then click the **Continue** button.
- When you choose to enter your *E-mail Information*, on the <u>Retrieve Forgotten User ID - Confirmation</u>, you will see that your user ID has been sent to the e-mail address provided. Click the **Continue to Login Page** button to continue.
- When you choose to enter User Information associated with your account, on the <u>Retrieve Forgotten User ID - Confirmation</u> page, you will see the user ID associated with your user information. Click the **Continue to Change Password** button to continue.
- On the <u>Reset Password</u> page, enter your new password and click the **Reset** button.
- On the <u>Reset Forgotten Password - Confirmation</u> page, you will see that your password has been reset. Click the **Continue to Login Page** button to continue. You will also receive a confirmation e-mail informing you that your password has been changed.

See an example screen shot of the Retrieve Forgotten User ID - Information page below

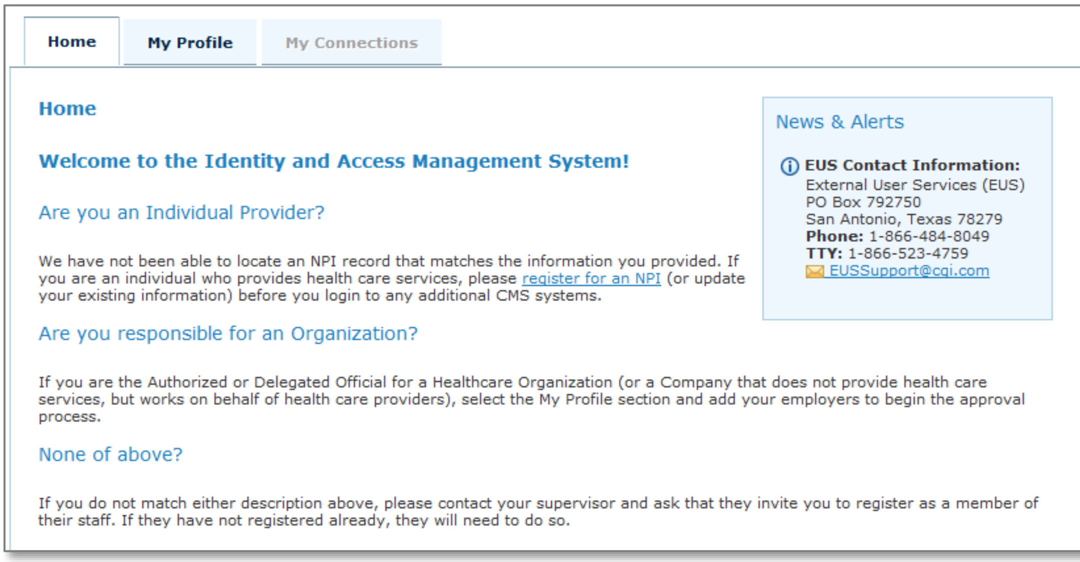


Register as an Authorized Official, Delegated Official, or Staff End User for your employer

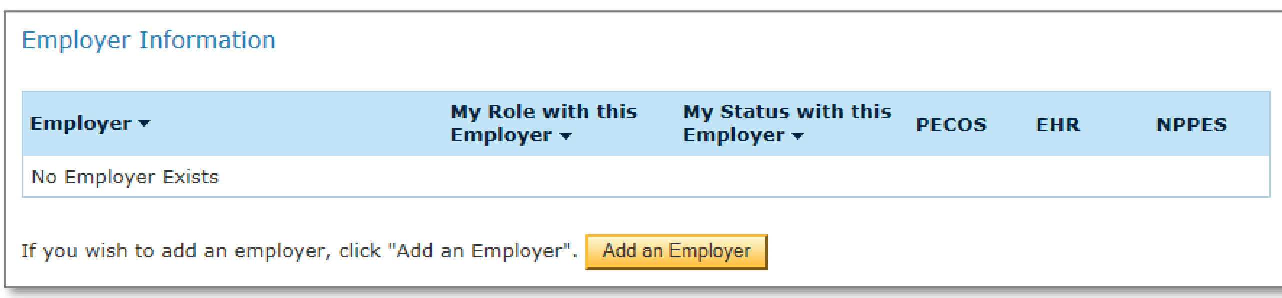
Once you have created your I&A account by following the insturctions outlined in the ***Create Your Account*** section of this document, you can request to be an Authorized or Delegated Official for your organization.

1. Log in to your I&A account.

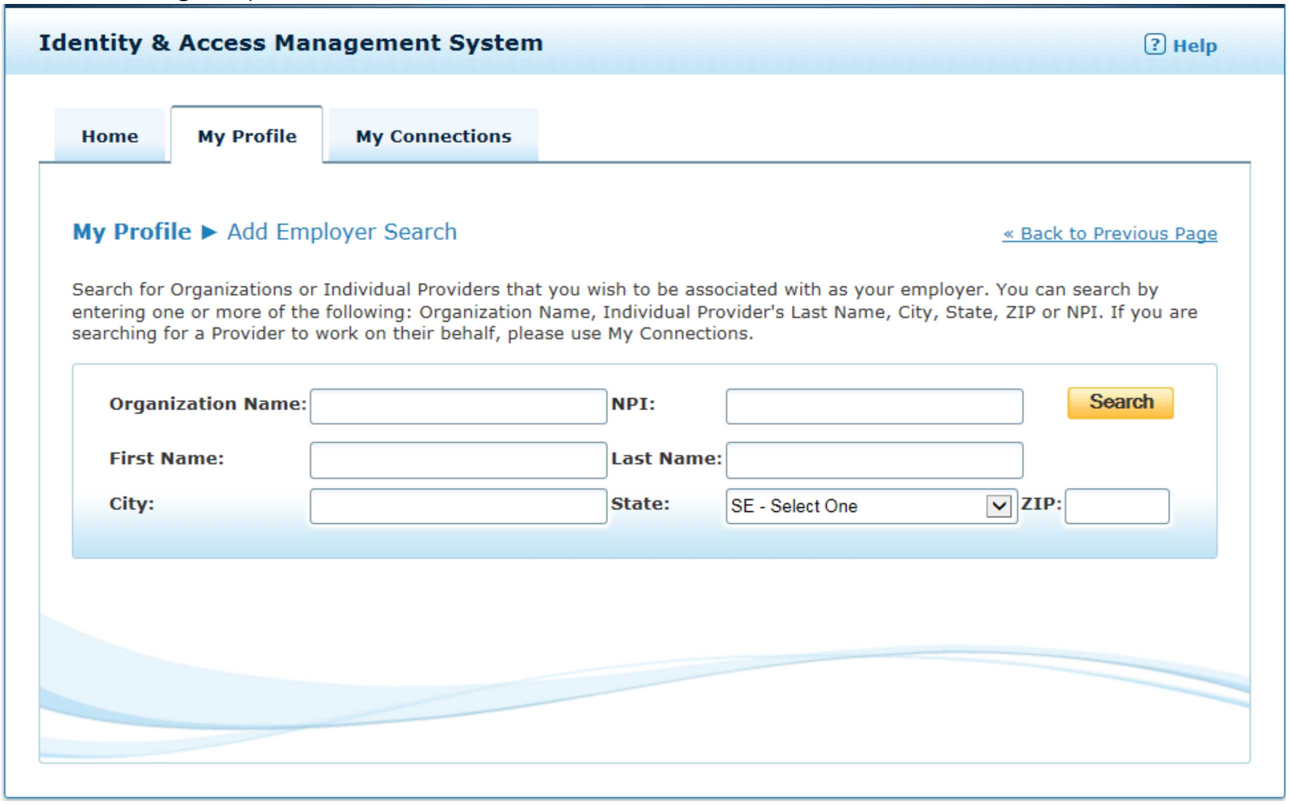
2. On the **Home** tab please read the "*Are responsible for an Organization?*" paragraph. It will instruct you to select the My Profile tab



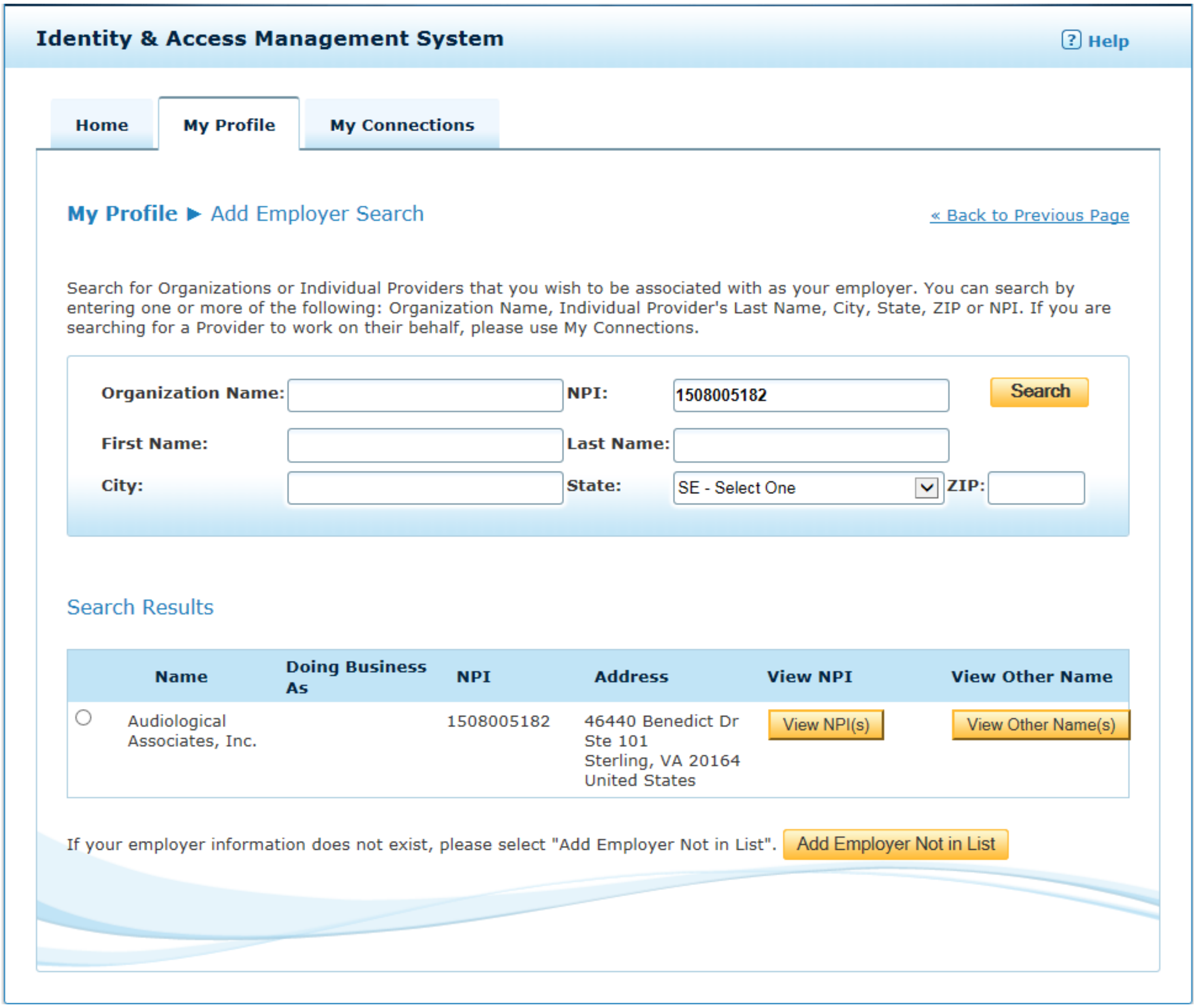
3. On the **My Profile** tab, scroll to the bottom of the page - under Employer Information - and select the **Add an Employer** button.



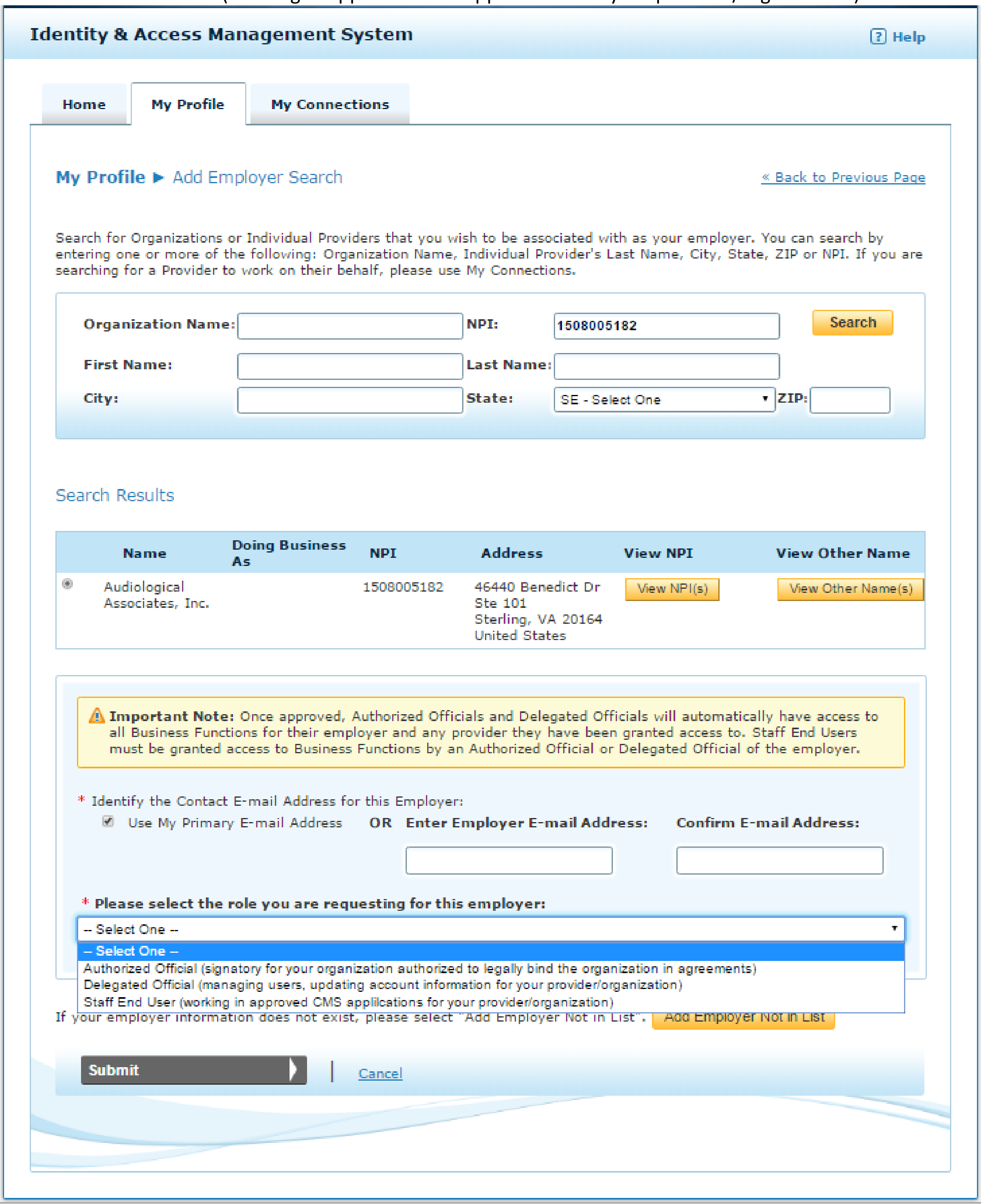
4. On the My Profile - Add Employer Search page, enter criteria to search for your employer and click the **Search** button. (NPI Search is recommended for Organizational Providers with an existing NPI.)



5. If your Employer is returned in the search, select the Employer from the list by clicking on the radio button next to the employer.
    - NOTE: If your Employer is not found in the Search, click the **Add Employer Not in List** button. Enter all of the required fields; select the e-mail address that you wish to use for the Employer.



6. Once you click on the radio button, the page will expand so that you can select the role you are requesting for this employer:
   - **Authorized Official** (signatory for your organization authorized to legally bind the organization in agreements)
   - **Delegated Official** (managing users, updating account information for your provider/organization
   - **Staff End User** (working in approved CMS applications for your provider/organization)



7. Depending on the Role selection you make the page will further expand.
   Authorized Officials must attest to being an Authorized Offical for your employer by checking the checkbox.

Important Note: Once approved, Authorized Officials and Delegated Officials will automatically have access to all Business Functions for their employer and any provider they have been granted access to. Staff End Users must be granted access to Business Functions by an Authorized Official or Delegated Official of the employer.

* Identify the Contact E-mail Address for this Employer:

Use My Primary E-mail Address **OR** **Enter Employer E-mail Address:** **Confirm E-mail Address:**

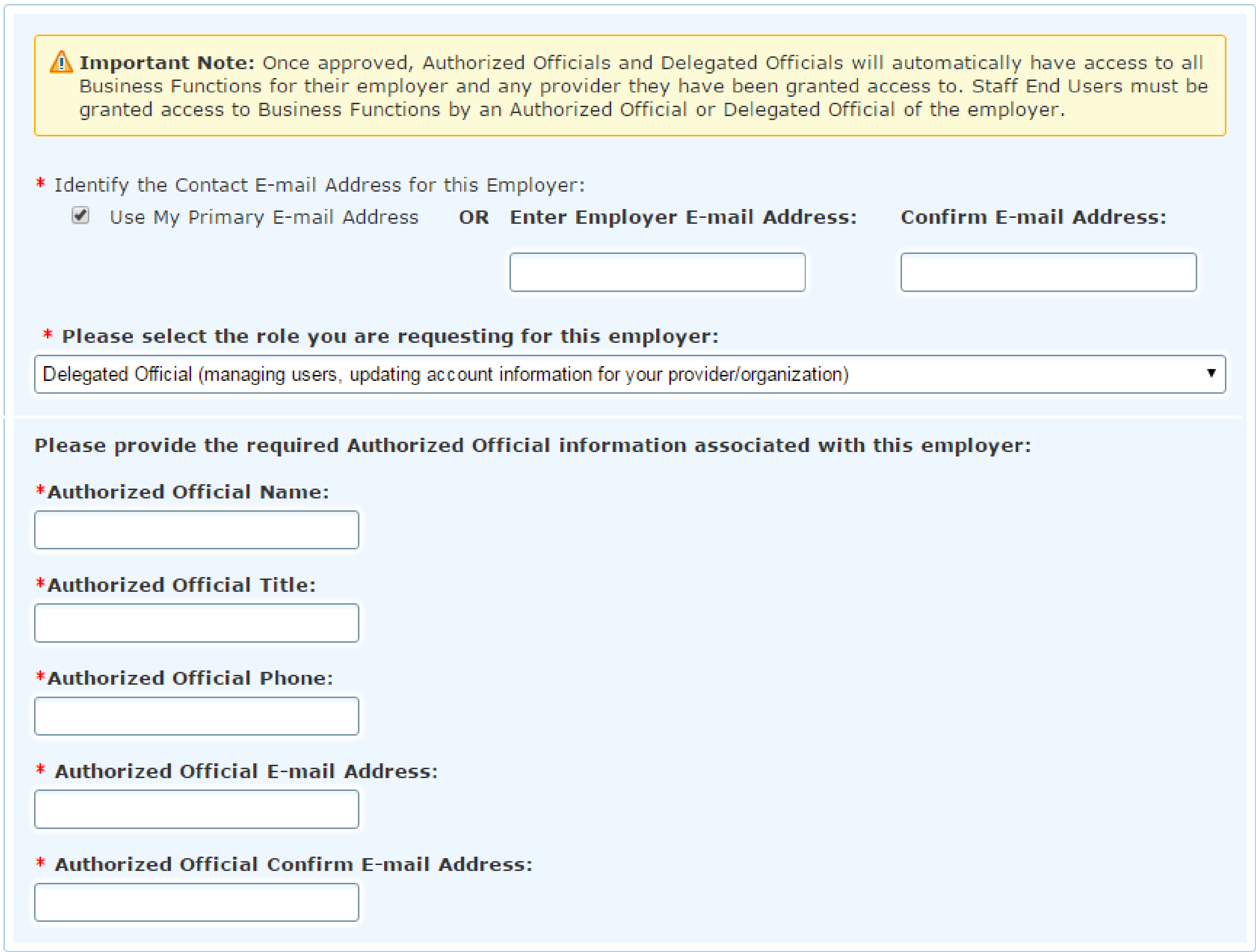
* **Please select the role you are requesting for this employer:**

Authorized Official (signatory for your organization authorized to legally bind the organization in agreements)

I attest that I am an Authorized Official for the employer listed in this registration. My signature legally and financially binds this employer to the laws, regulations, and program instructions as established by the Centers for Medicare and Medicaid Services (CMS). By selecting the box below, I certify that the information contained herein is true, correct, and I authorize CMS to verify this information. If I become aware that any information in this application is not true, correct, or complete, I agree to notify CMS of this fact in accordance with the time frames established in <42 CFR Â§ 424.520(b)>.

* I have read, understood, and agree with the above statements.

Delegated Officials and Staff End Users must enter the required information about an Authorized Offical for your employer.



On the My Profile - Add Employer - Confirmation and Review page, review the actions you will need to take in order to be approved as the Authorized Official, Delegated Official, or Staff End User and click the **Done** button. A confirmation email will be sent to you.

- If you are already listed as the Authorized or Delegate Official for an Organizational Provider, which is currently enrolled in Medicare then your application should be approved immediately.
- If your Organization is not currently enrolled, not eligible to enroll, or you are not already listed as an AO or DO for an enrolled Medicare Provider you will be required to submit verification information to CMS External Users Services for review before you can be approved.

If you are requesting to be an Authorized Official:

- You must submit to the EUS help desk a copy of the CP 575 [or approved alternate] for the organization for which you have requested to work on behalf of as a Authorized Official (To help expedite your request please write the I&A Tracking ID on the copy of the CP 575 you submit to EUS).
- You will receive an e-mail from EUS when your request has been processed.

If you are requesting to be a Delegated Official:

You MUST complete Option A or Option B below before your registration to act on behalf of the Organization below will take effect in CMS applications.

- **OPTION A:**
  Print, Sign and Submit to CMS the Delegated Official Certification for this request, along with the CP 575 [or approved alternate]issued by the IRS for the Organization for which you are requesting to be a Delegated Official.

- **OPTION B:**
  Please have an existing Authorized Official for this Organization approve your request by logging in to this system.

If you are requesting to be a Staff End User:

You MUST complete Option A or Option B below before you can act on behalf of the Organization in CMS applications.

- **OPTION A:**
  Please have an existing Authorized Official for this Organization approve your request by logging in to the I&A system.

- **OPTION B:**
  If you are only trying to gain access to your organization's Type 2 NPIs in NPPES, you can contact the NPI Enumerator for assistance.

8. You can track your employer request status at the bottom of your **My Profile** tab.

Important Note: Once your Authorized Official/Delegated Official request is approved, please wait up to 8 hours for your account to synchronize before attempting to access the PECOS/HITECH system.

How to Setup Your Account if you are a Sole Owner

Note: As a Sole Owner you have both an Individual Provider NPI (Type 1 NPI) and an Organization NPI (Type 2 NPI). If you have not applied for your NPIs, please do so before continuing with the I&A steps below. As a Sole Owner you must include both NPIs, Type 1 and Type 2, on your **My Profile** tab under the Employer Information section. Below are additional details on this setup.

1. Log in to your I&A account with your Type 1 user ID and password.

2. On the **My Profile** tab scroll to the bottom of the page. Under Employer Information section you will be listed as the Authorized Official of yourself (your Type 1 NPI).

Employer Information

Employer	My Role with this Employer	My Status with this Employer	PECOS	EHR	NPPES
Audiological Associates, Inc.	Authorized Official	Pending Approval Tracking Id A61596335	NO	NO	NO
Cox Pharmacy	Delegated Official	Pending Approval Tracking Id D61596336	NO	NO	NO
Doe, John	Authorized Official	Approved	YES	YES	YES
Trussell, Jack	Staff End User	Pending Approval Tracking Id U61596337	NO	NO	YES

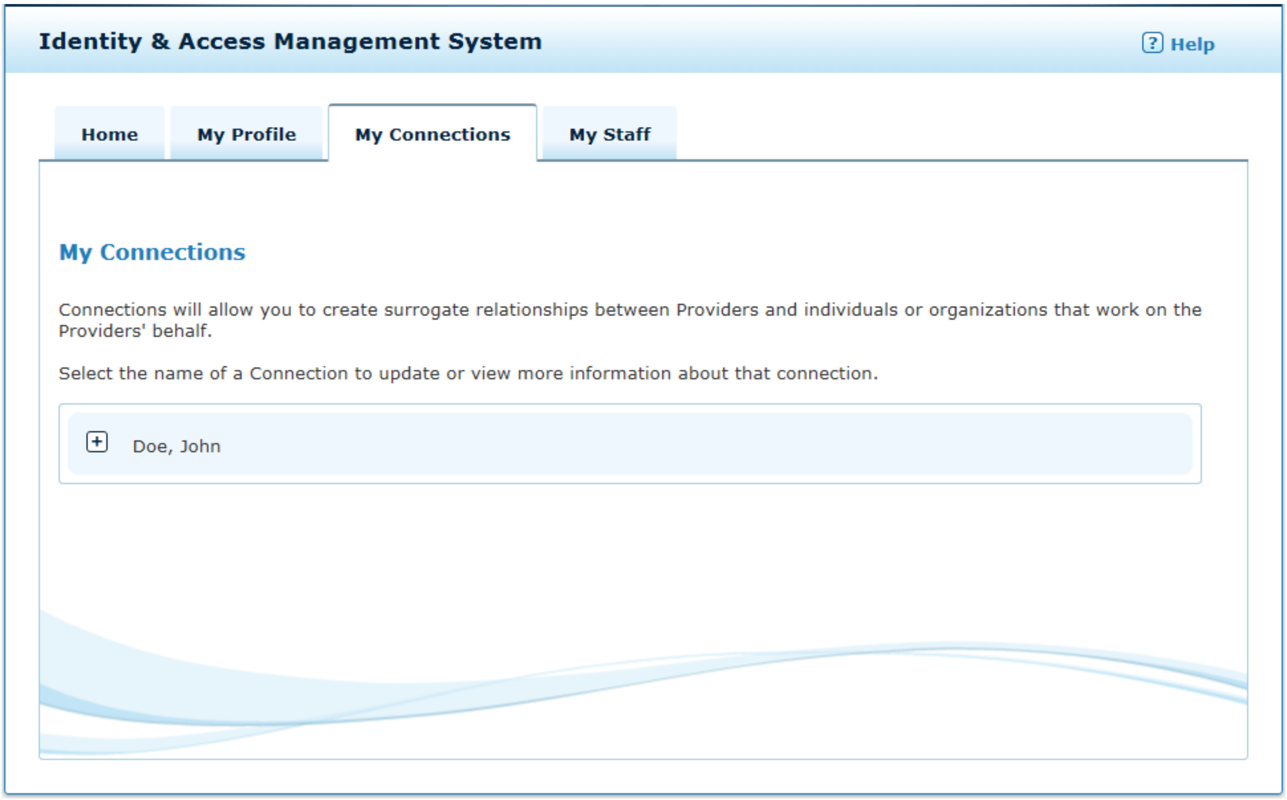
3. Next, add your Type 2 NPI under the Employer Information section. To do so, select the **Add an Employer** button under the **Employer Information** and follow the instructions outlined in the "***Register as an Authorized Official, Delegated Official, or Staff End User for your employer***" section of this document to register as the Authorized Official of your Organization

4. You can track your Authorized Official request status at the bottom of your **My Profile** tab.

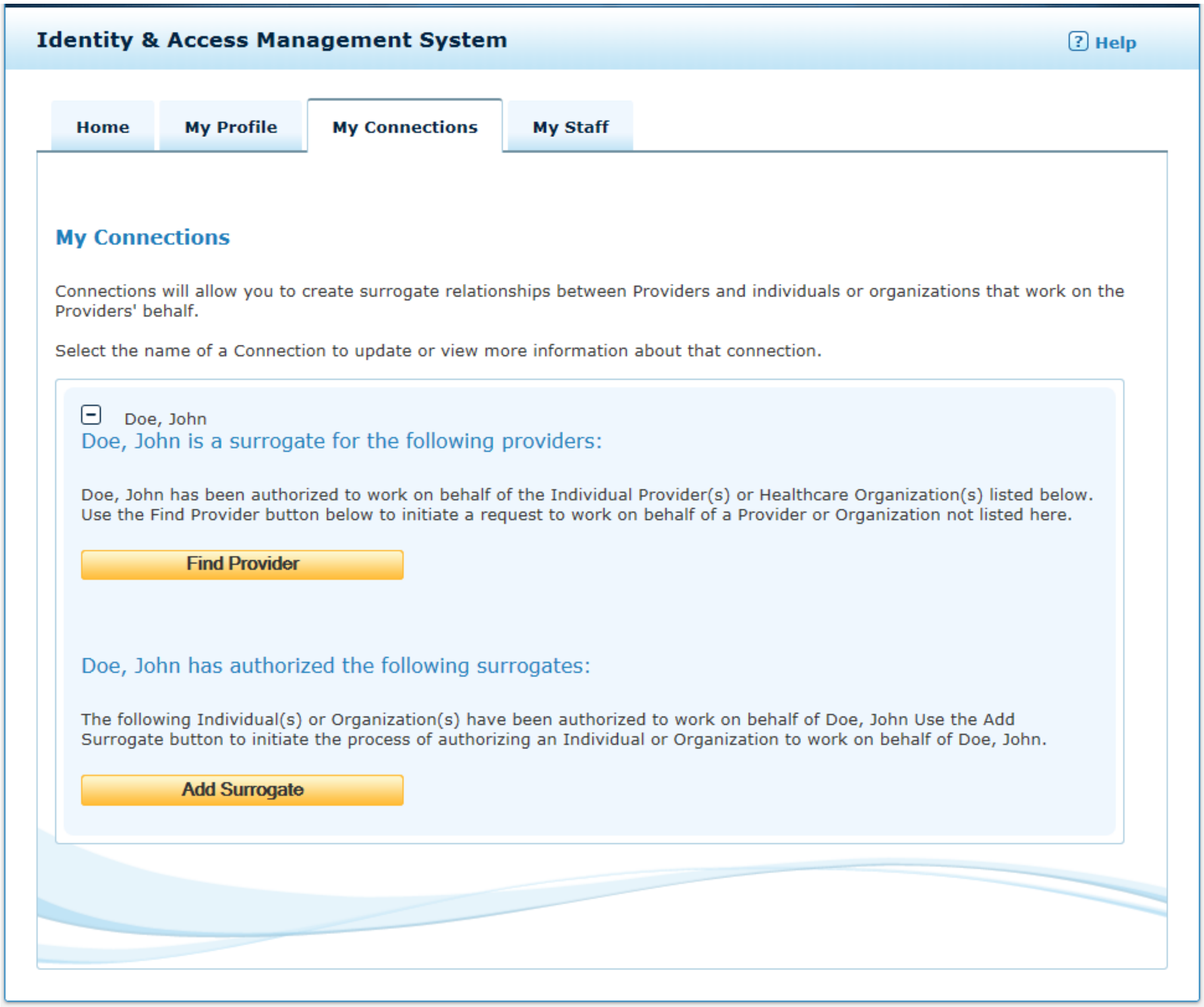
Important Note: Once your Authorized Official request is approved, please wait up to 8 hours for your account to synchronize before attempting to access the PECOS/HITECH system.

How to Initiate a Connection (Surrogate) Request to an Individual Provider

1. As an Authorized/Delegated Official, log in to your I&A account
2. On the **My Connections** tab, select the employer that you are going to create a surrogacy connection for by selecting the ⊞ next the employer name.

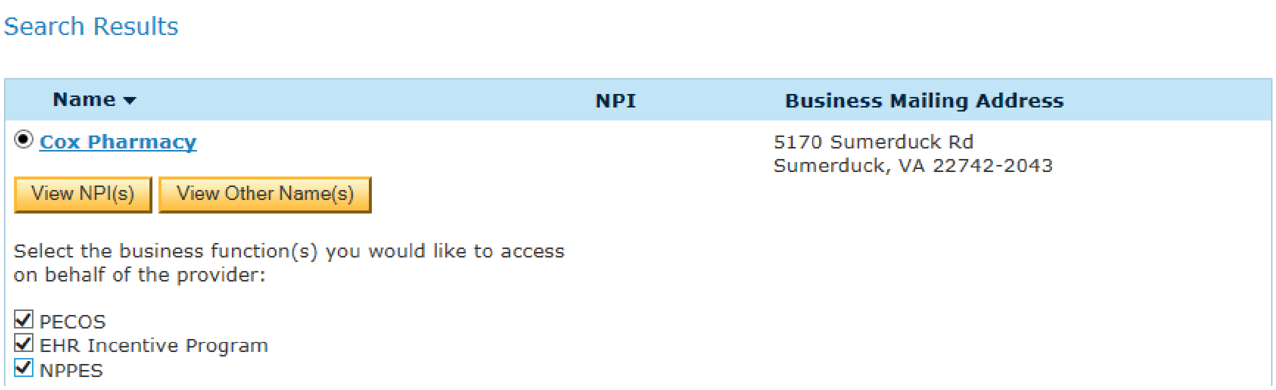


- To request to have your employer work on behalf of a provider select the **Find Provider** button
- To request to an organization to work on behalf of your Provider Organization, select the **Add Surrogate** button



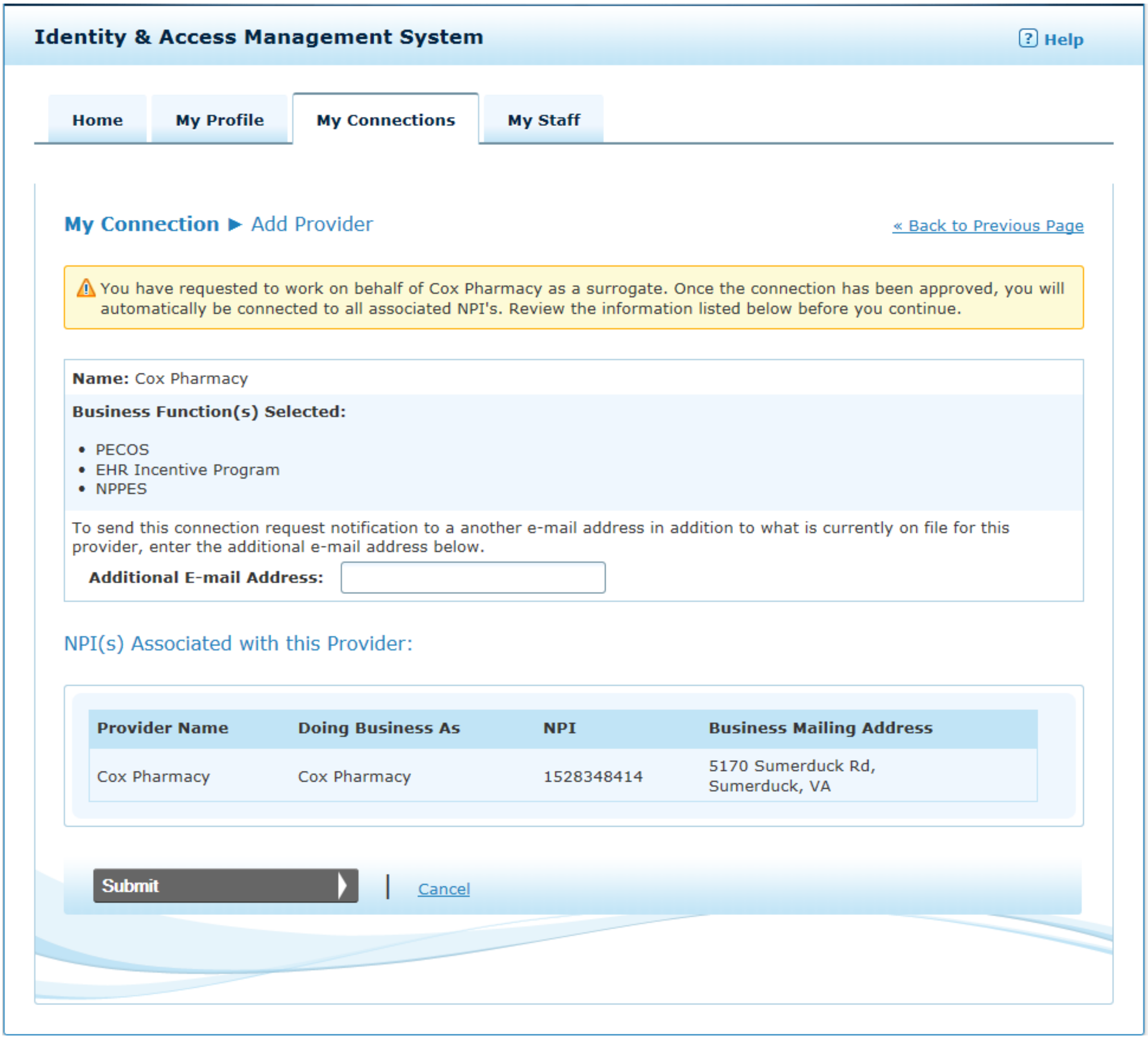
3. On the Add Provider/Add Surrogate screen, enter either the search criteria and select the **Search** button

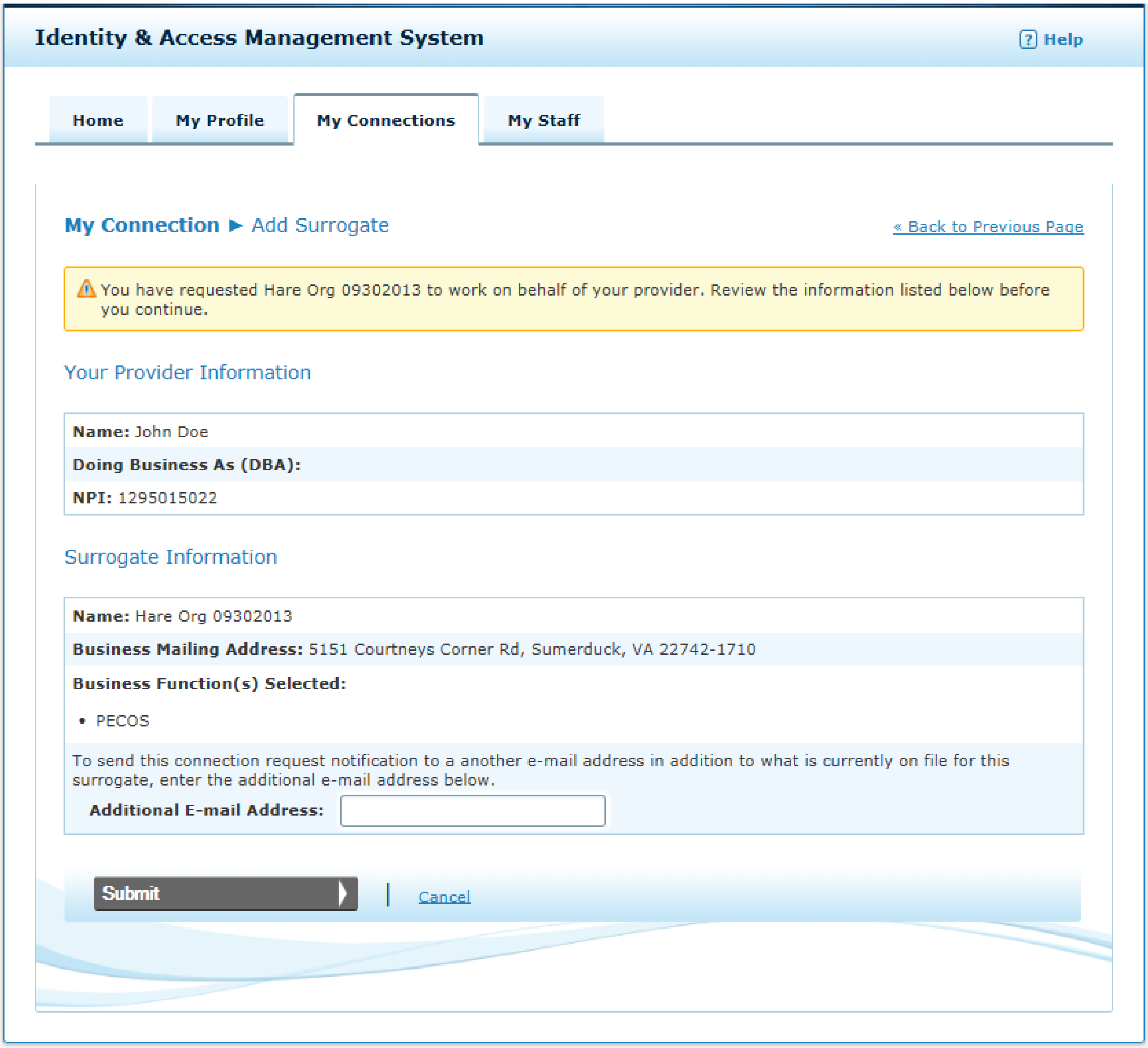
4. Under the section "Search Results", select radio button next to the provider's name. This expands the screen so that you can select the business functions you would like to access on behalf of the provider. Select the checkbox next to PECOS/EHR/NPPES and click the **Continue** button



5. On the **Add Provider Confirmation** page (Add Surrogate Confirmation page if you are adding a surrogate), review the information on the page for accuracy. If you wish to receive a copy of the

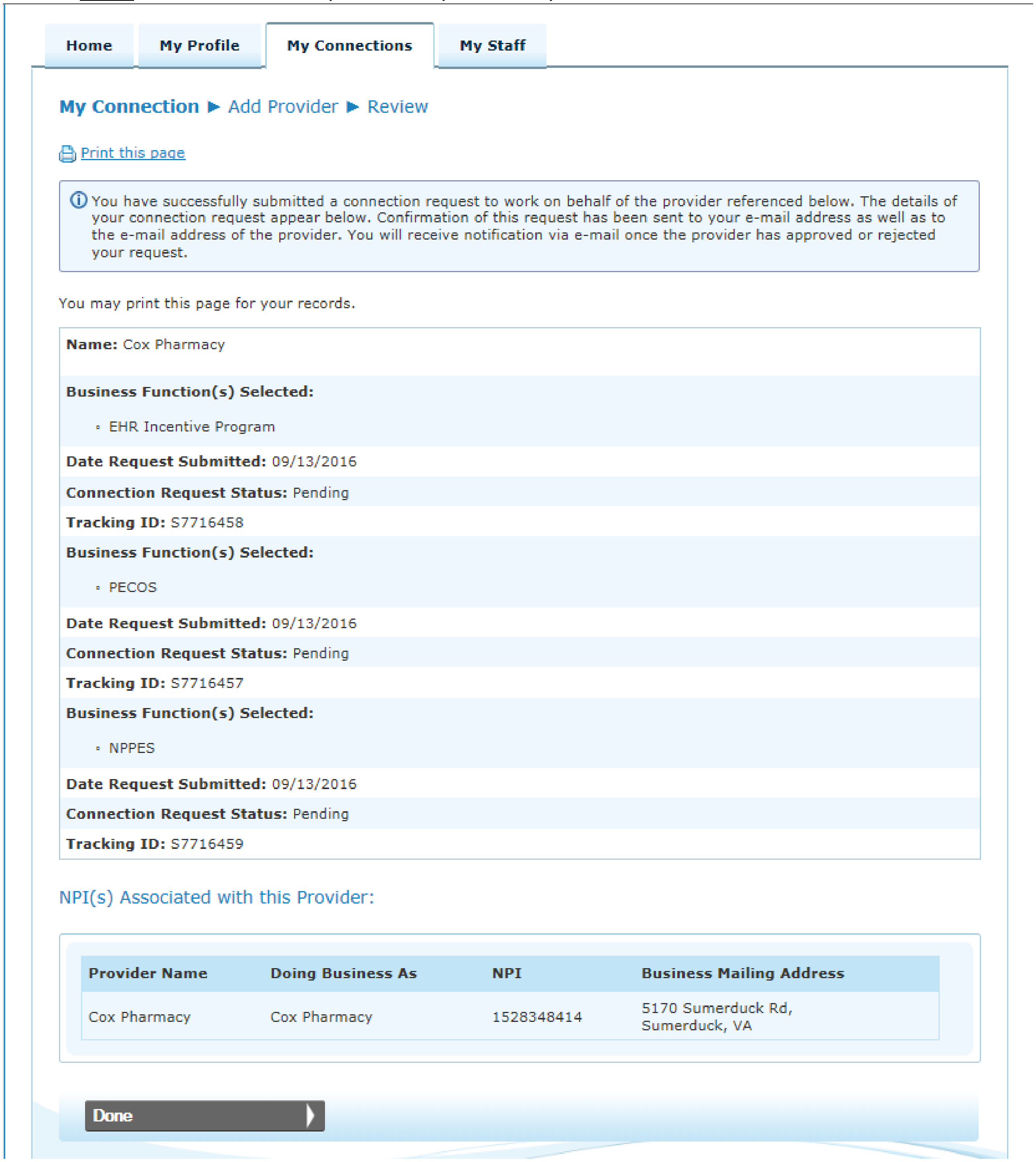
connection request e-mail notification that will be sent to the provider, enter your e-mail address in the Additional E-mail Address field. Click the **Submit** button to move forward with the request.





Note: Once you click the Submit button an e-mail will be sent to the provider/surrogate, and a copy will be sent to the e-mail address entered in the Additional E-mail Address field, notifying him/her of your surrogacy connection request. Please also note that you have not completed the connection request steps until you click the **Done** button at the bottom of the **Add Provider ▸ Review** / **Add Surrogate ▸ Review** screen.

6. On the **Add Provider** ▸ **Review** or **Add Surrogate** ▸ **Review** page you will see a summary of your connection request.
   Note: Your connection request is complete once you click the **Done** button.


Home | My Profile | My Connections | My Staff

My Connection ▶ Add Provider ▶ Review

Print this page

You have successfully submitted a connection request to work on behalf of the provider referenced below. The details of your connection request appear below. Confirmation of this request has been sent to your e-mail address as well as to the e-mail address of the provider. You will receive notification via e-mail once the provider has approved or rejected your request.

You may print this page for your records.

Name: Cox Pharmacy

Business Function(s) Selected:

- EHR Incentive Program

Date Request Submitted: 09/13/2016

Connection Request Status: Pending

Tracking ID: S7716458

Business Function(s) Selected:

- PECOS

Date Request Submitted: 09/13/2016

Connection Request Status: Pending

Tracking ID: S7716457

Business Function(s) Selected:

- NPPES

Date Request Submitted: 09/13/2016

Connection Request Status: Pending

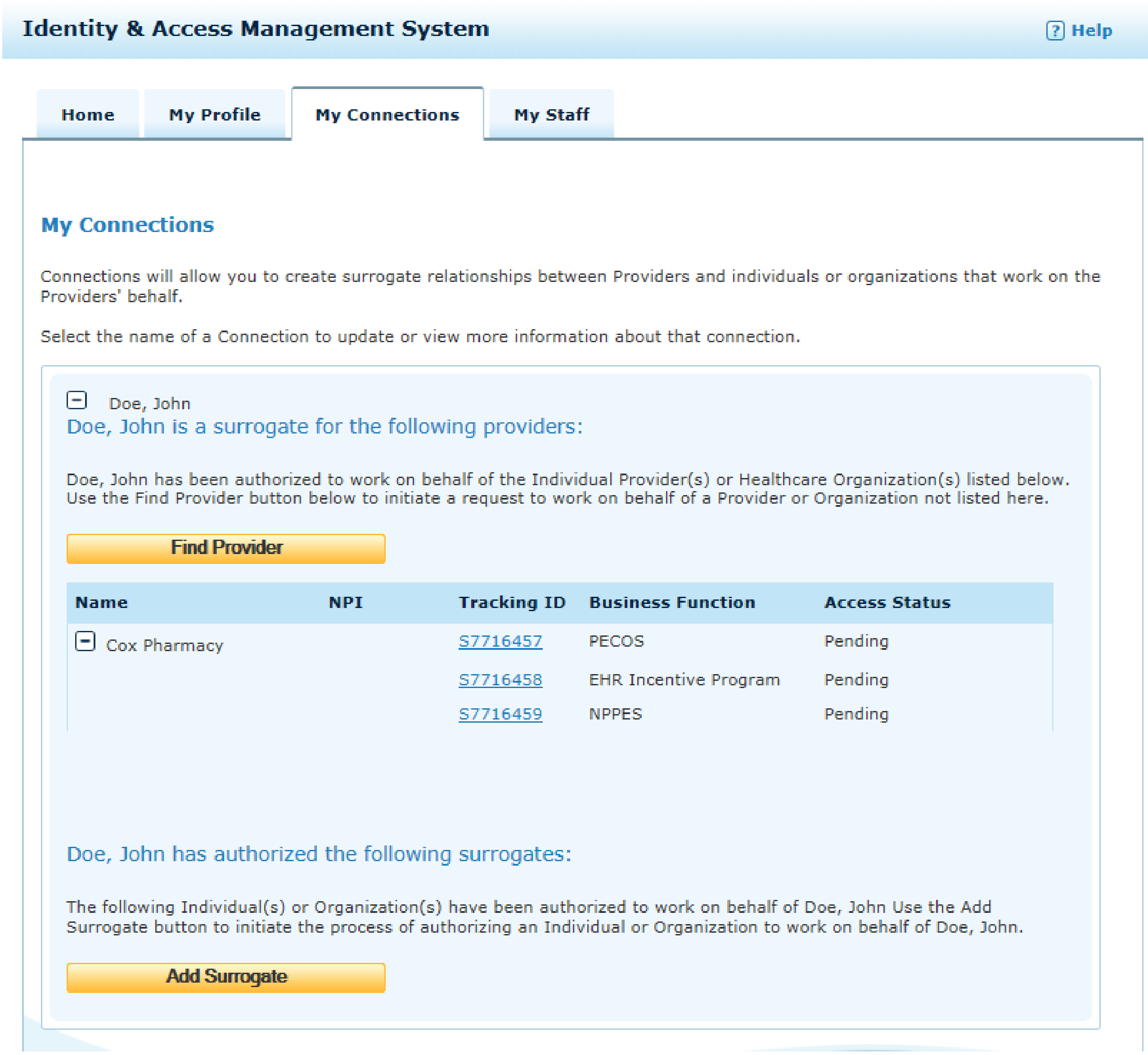
Tracking ID: S7716459

NPI(s) Associated with this Provider:

Provider Name	Doing Business As	NPI	Business Mailing Address
Cox Pharmacy	Cox Pharmacy	1528348414	5170 Sumerduck Rd, Sumerduck, VA

Done

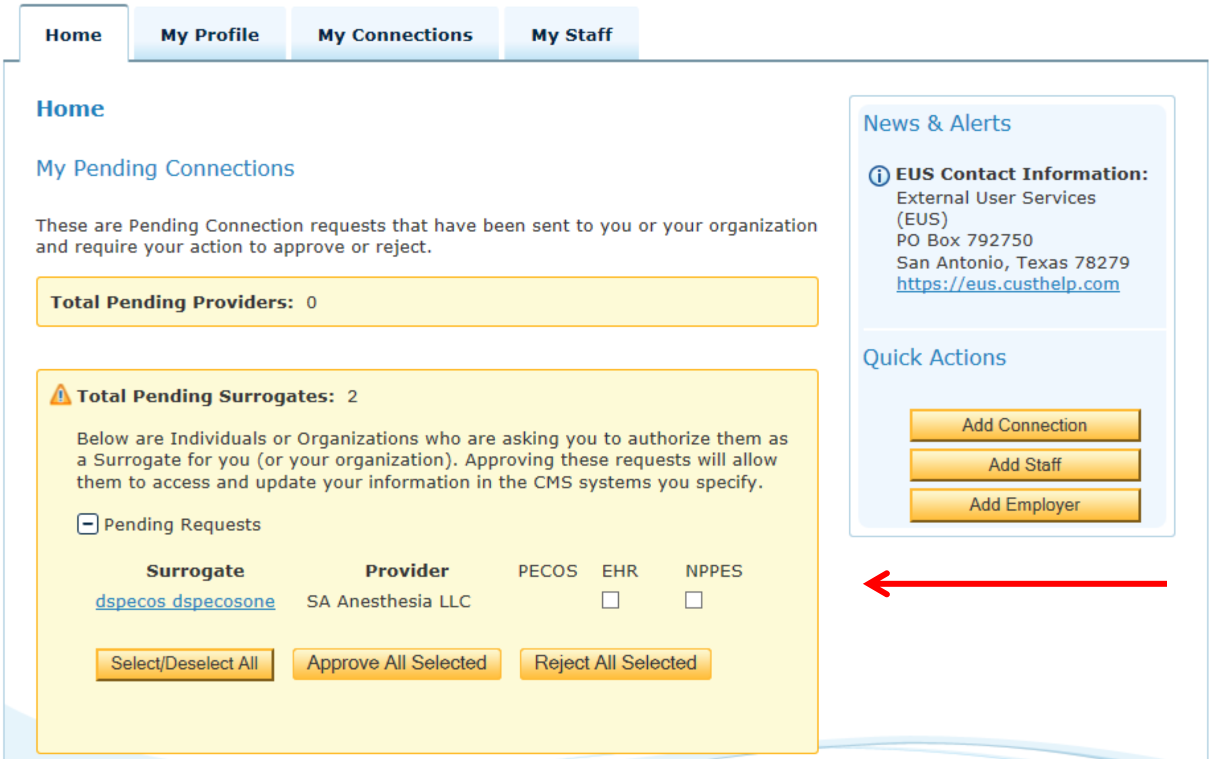
7. After you click the **Done** button you will see the provider added to the list of providers you are a surrogate for with an Access Status of “Pending”.



How Individual Providers Approve/Reject a Connection (Surrogate) Request

After the provider receives the connection (surrogate) request e-mail, the provider can take the following steps to approve/reject the request. The following steps apply to an Individual Provider who has previously signed in to I&A and has completed their User Information Integrity Check.

1. Log in to I&A
2. The provider will see the **Approve** button available on their **Home** tab.
   Note: There are separate approve buttons to Approve/Reject PECOS and EHR requests.



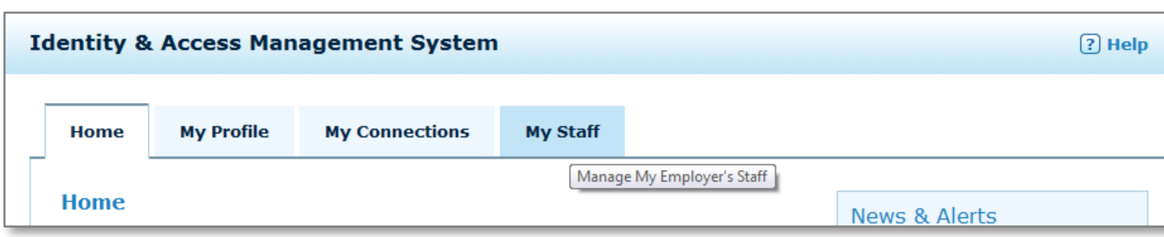
How to Manage Organizational your Employees and Their Access

<u>Note:</u> Only an Authorized Official (AO) or Delegated Official (DO) have the ability to manage Staff for their employers.

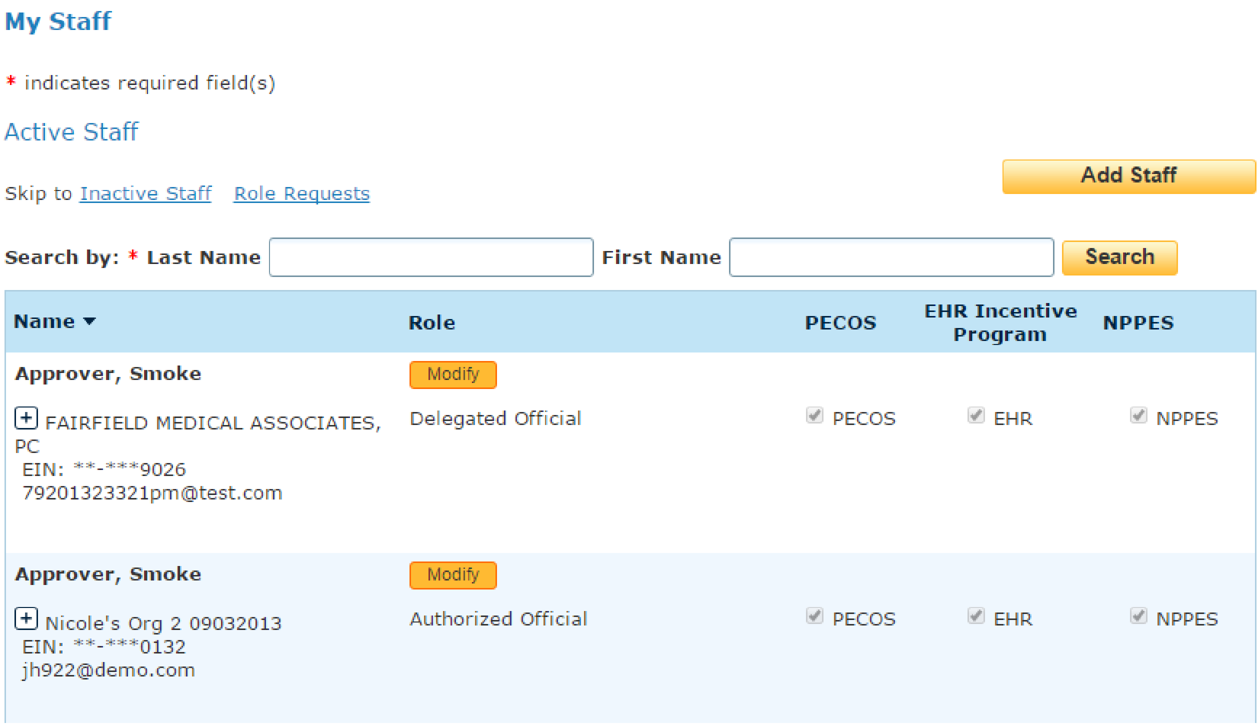
The AO or DO of the employer should:

1. Log in to I&A and navigate to the **My Staff** tab

   Locate the Staff End User whose access you wish to Modify by scrolling down the screen <u>or</u> using the Search By: Last Name / First Name search boxes.

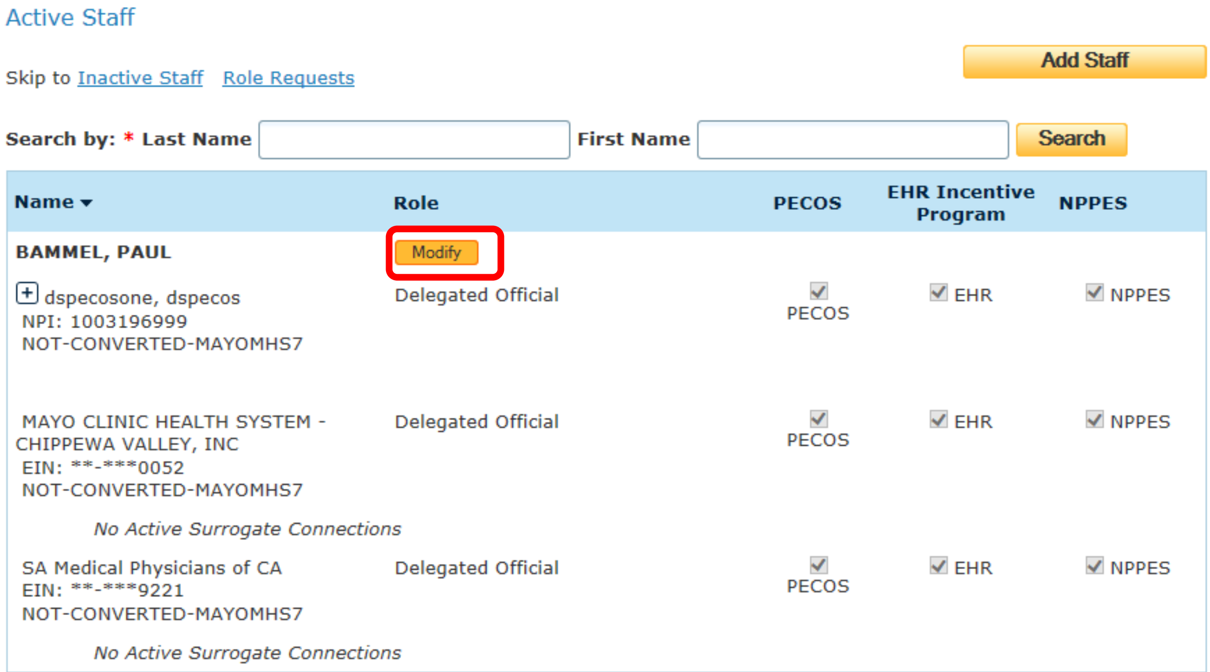


2. Click the '+' sign icon next to the Employer Name to expand the employer to see the list of providers and business functions that the employer has been approved as an surrogate to work on the provider's behalf in the identified application.



3. With the employer expanded, the screen displays the list of providers and the business function access that has been granted to the user via the surrogacy connection between the Employer and the Provider.

4. Click the **Modify** button under the Role heading next to the ~~Staff End User~~ staff user whose access you wish to modify



~~4. Click the '+' sign next to the Employer~~

As an Authorized or Delegated Official for your employer, you have the ability to manage staff.

For the employers for which you are an Authorized Official, you have the ability to modify and add access to Delegated Officials and Staff End Users associated with your employer.

For the employers for which you are a Delegated Official, you have the ability to modify and add access to Staff End Users associated with your employer.

Approved Authorized or Delegated Officials automatically have access to all business functions associated with their Provider Employers, as well as, access to all business functions for Providers for which their employer has an approved surrogacy connection.

Staff End Users must be granted access to their Provider Employers and Providers for which their employer has an approved surrogacy connection.

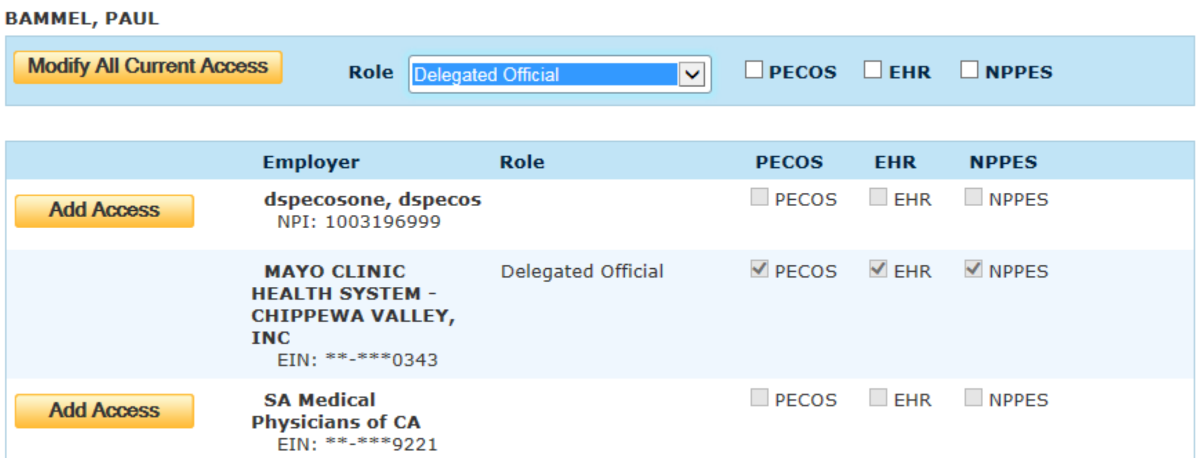
Access to employer Business Functions can be granted/removed and Submitted on this page.

Select the Add Access button to grant the user access to employer and any Provider for which that employer has an approved surrogacy connection.

Select the Modify Access button to modify the user's Role, Remove user's access to this employer, or grant/remove this user access to Providers for which that employer has an approved surrogacy connection.

The Modify All Current Access button will allow you to modify the user's access to all of the employers to which the user is currently associated.

- If the Role is not selected, only the Business Functions for which the user is identified as a Staff End User will be modified.
- If the Role is selected, only the employers for which you have the authority to assign the user the selected Role will be modified.



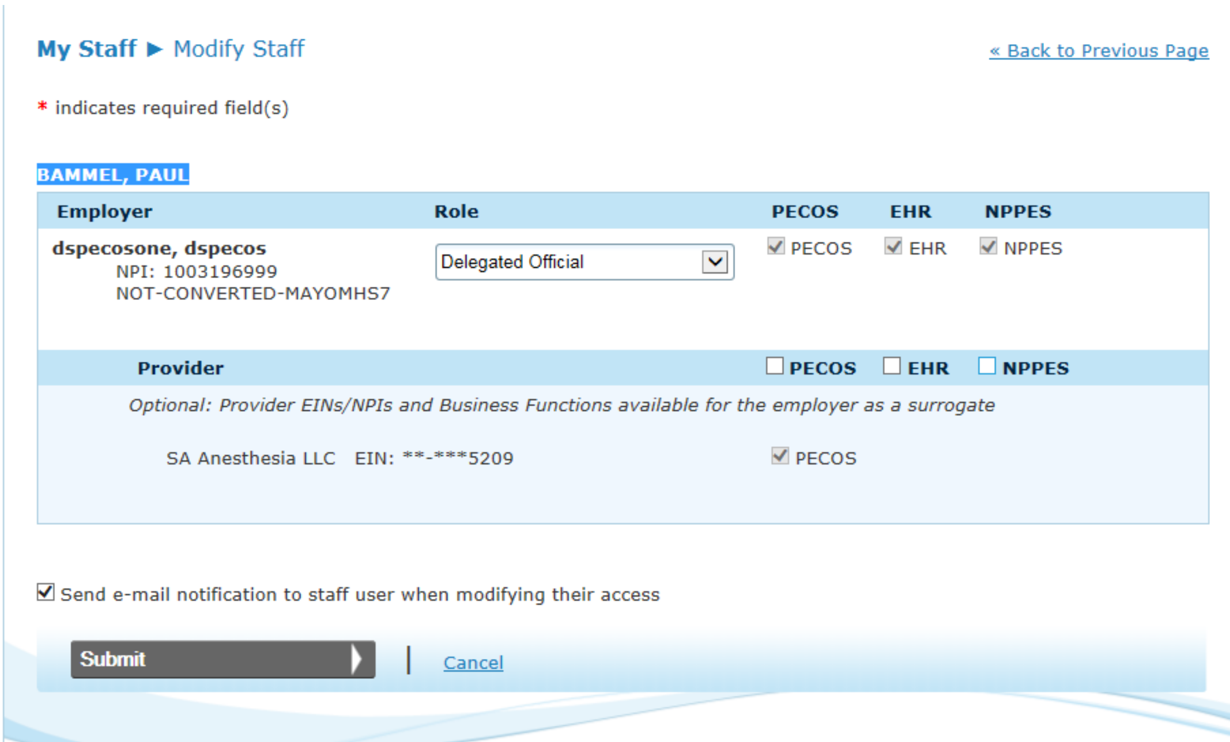
If you wish to modify or add access for a specific employer or modify the staff user's surrogate access to providers for which the employer is an approved surrogate, click the **Modify Access** or **Add Access** button next to the desired employer. If no button exists, then you don't have the authority to modify the user's access associated with the employer (for example, Delegated Officials can not manage other Delegated Officials access)

5. ~~The '+' sign will expand the screen so that you can see the list of providers. The AO or DO would then check the **checkbox** next to the **Business Function(s)** of the provider(s) the Staff End User should have access to.~~When the **Modify Access** button is selected, you will be navigated to the

Modify Staff page where you can modify the staff user's access to the employer, as well as, access to the providers for which the employer is an approved surrogate.

To grant a Staff End User access to a provider, you can individually check the **checkbox** next to the **Business Function(s)** for the desired provider(s), or you can grant access to all providers by checking the **checkbox(es)** in the Provider column header row.

IMPORTANT: Per CMS security standards the I&A page will timeout after about 10-15 minutes of inactivity. Simply checking boxes on the screen will cause the page to timeout so CMS encourages users to select 10 - 20 providers for their Staff End User (or as many providers as you can select) and click the **Submit** button to ensure the page does not timeout. The AO or DO should then go back to modify the Staff End User's account and continue selecting providers.



~~5.~~6. Once you have assigned the appropriate access to the staff user, scroll to the bottom of the page, choose whether or not they wish to send an e-mail notification to the staff user, and click the **Submit** button.

~~6.~~7. After the Staff End User is assigned access to the provider(s) AND the AO or DO clicks the **Submit** button **the Staff End User must wait up to 8 hours for the system to synchronize the account updates**. After 8 hours the Staff End User can log in to EHR and work on behalf of the provider(s).

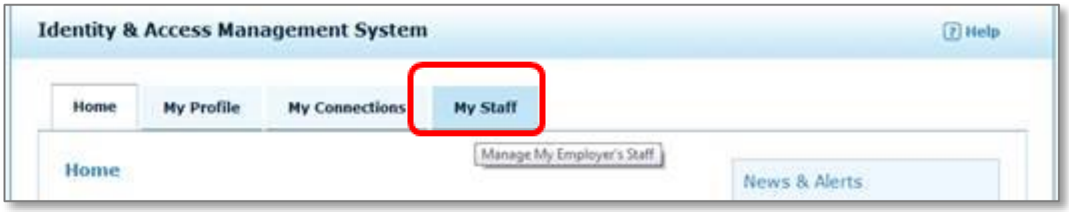
~~7.~~8. To remove a Staff End User's access to a provider, follow steps 1 - ~~6~~ 7 above, in step ~~5~~ 6 instead of checking the checkbox, ~~the AO or DO~~you would uncheck the checkbox next to the Business Function(s) of the provider for whom the Staff End User should no longer have access.

How to Invite a Staff End User (SEU)

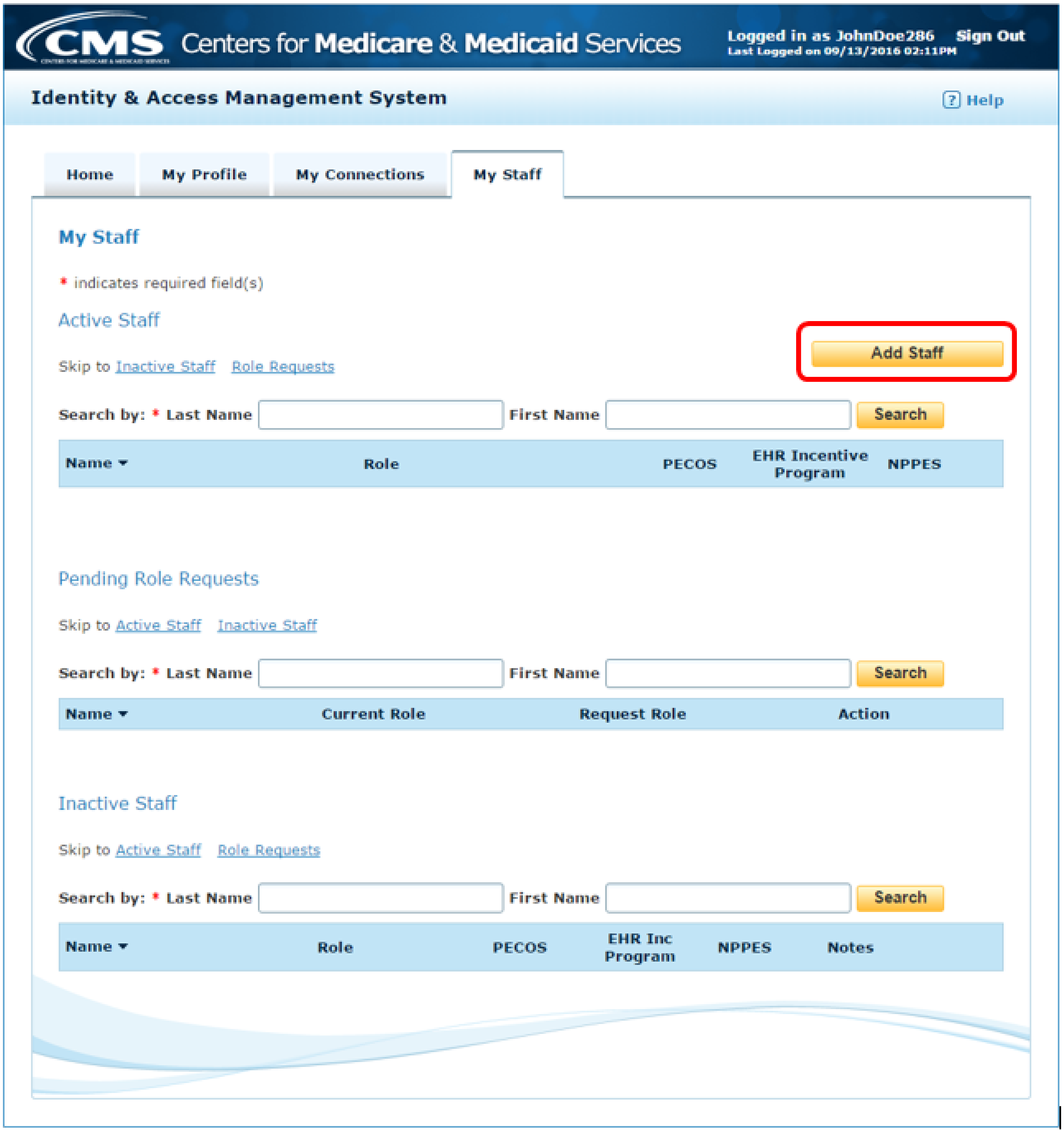
Note: Only an AO or DO can invite a SEU for their employers.

AO or DO

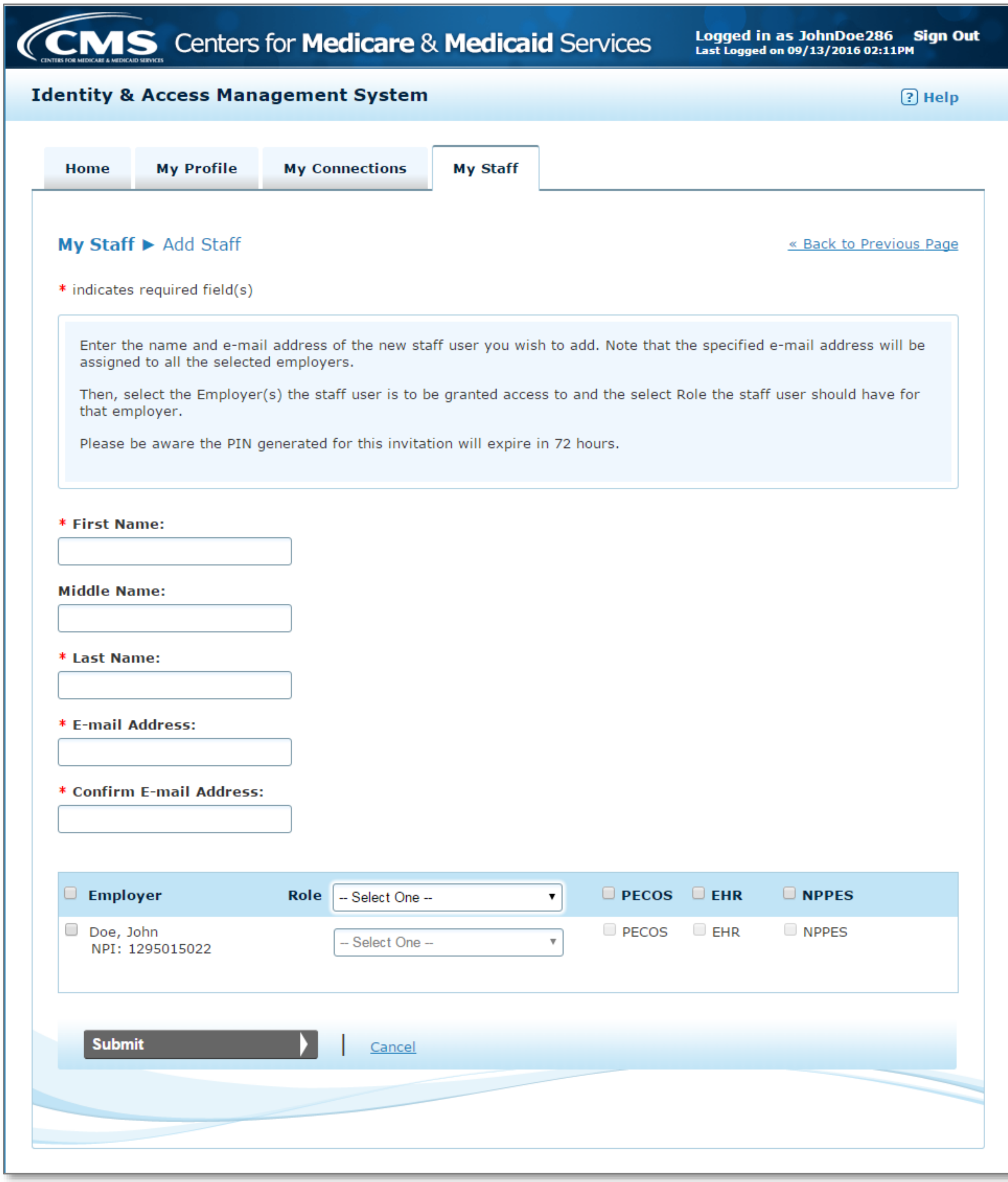
1. Log in to I&A and navigate to the **My Staff** tab



2. Under the *Active Staff* heading click the Add Staff button.



3. On the Add Staff page, the AO or DO will enter the user's First Name, Last Name, and E-mail address, then select the employer you wish to add the user as an employee.



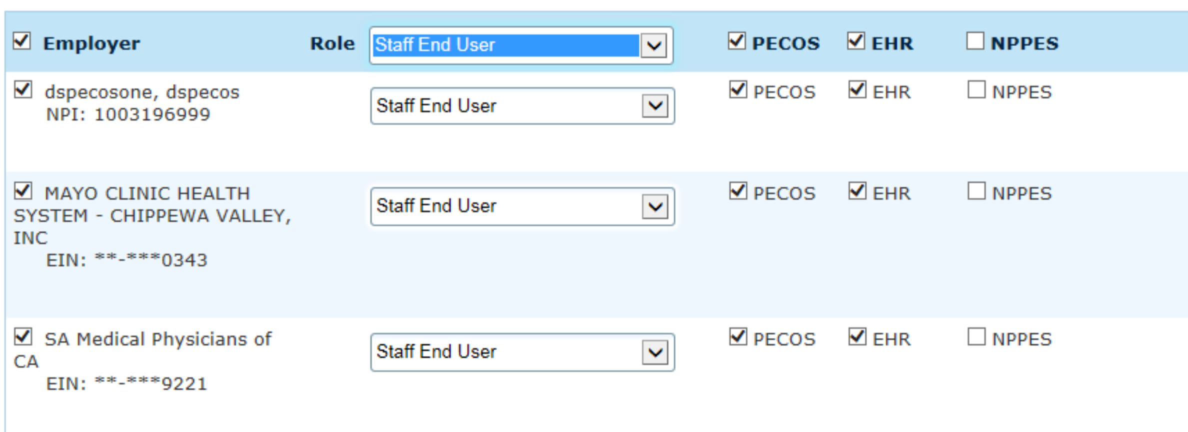
4. When you check the checkbox next to the Employer the Role dropdown will become enabled and you can select the role you with to assign to the user (If you are an Authorized Official for the Emloyer, you will be able to assing the user the role of Staff End User orDelegated Official. If you are a Delegated Official for the Employer, you will be able to assign the user the role of Staff End

User). You will also select the Business Function(s) which will grant the user access to the Employer in the named CMS application.

Helpful My Staff Tab Business Function Details from the FAQs Available on the I&A Logon Page

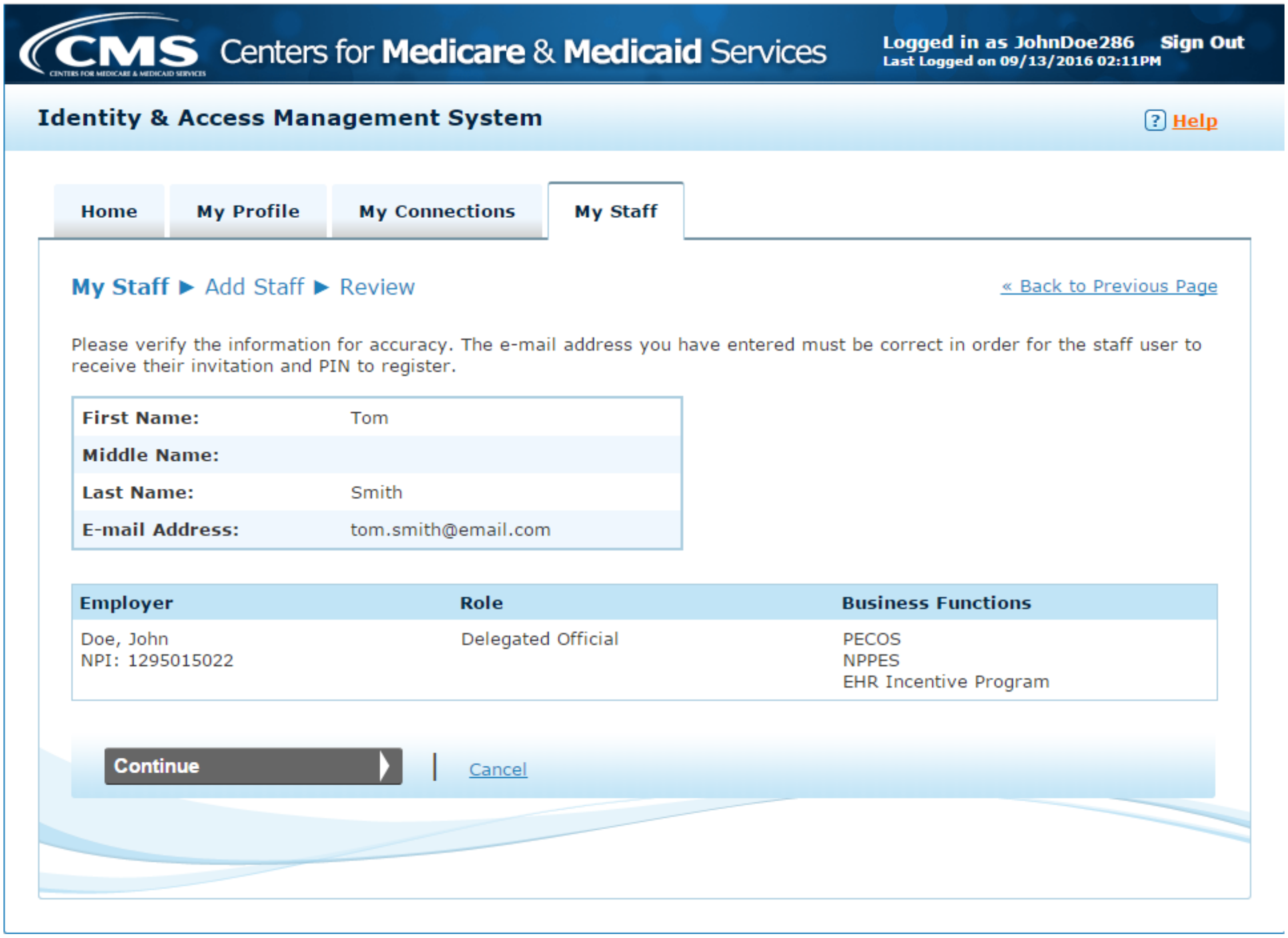
FAQ - page 19 - On the My Staff page, why do some employers have business functions and not others?
Business functions are only available for employers who are providers (i.e., they have an active NPI in NPPES). If an employer has no active NPI, the business functions will not appear.

5. You can also grant access to multiple employers at once by using the checkboxes and Role in the Header row.



6. After you complete the user's Role and Business Function(s) selection for the employer, click the **Submit** button

~~5.~~7. The **Submit** button will take you to the *Add Staff > Review* page where you will verify the information for accuracy. **It is important** that the e-mail address entered in the Add Staff page is accurate so the Staff End User will receive their invitation and PIN to register. Once the information is complete, click the **Continue** button to send the e-mail invite.



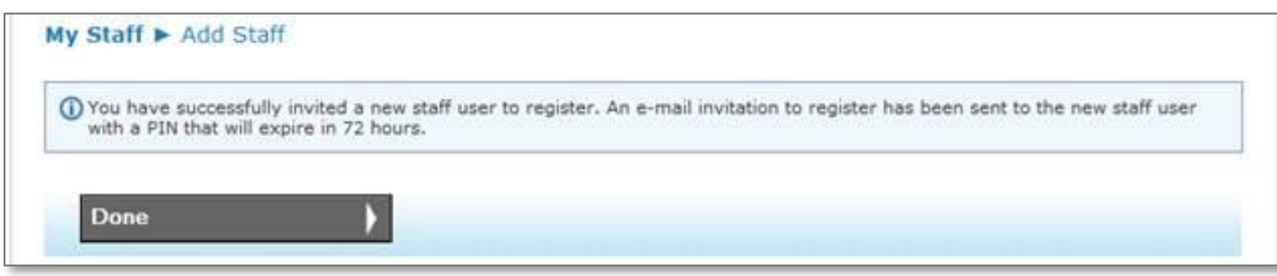
<u>Note</u>: You are not finished until you click the **Done** button in step 9

~~6.~~8. Below is an example of the e-mail that is generated.

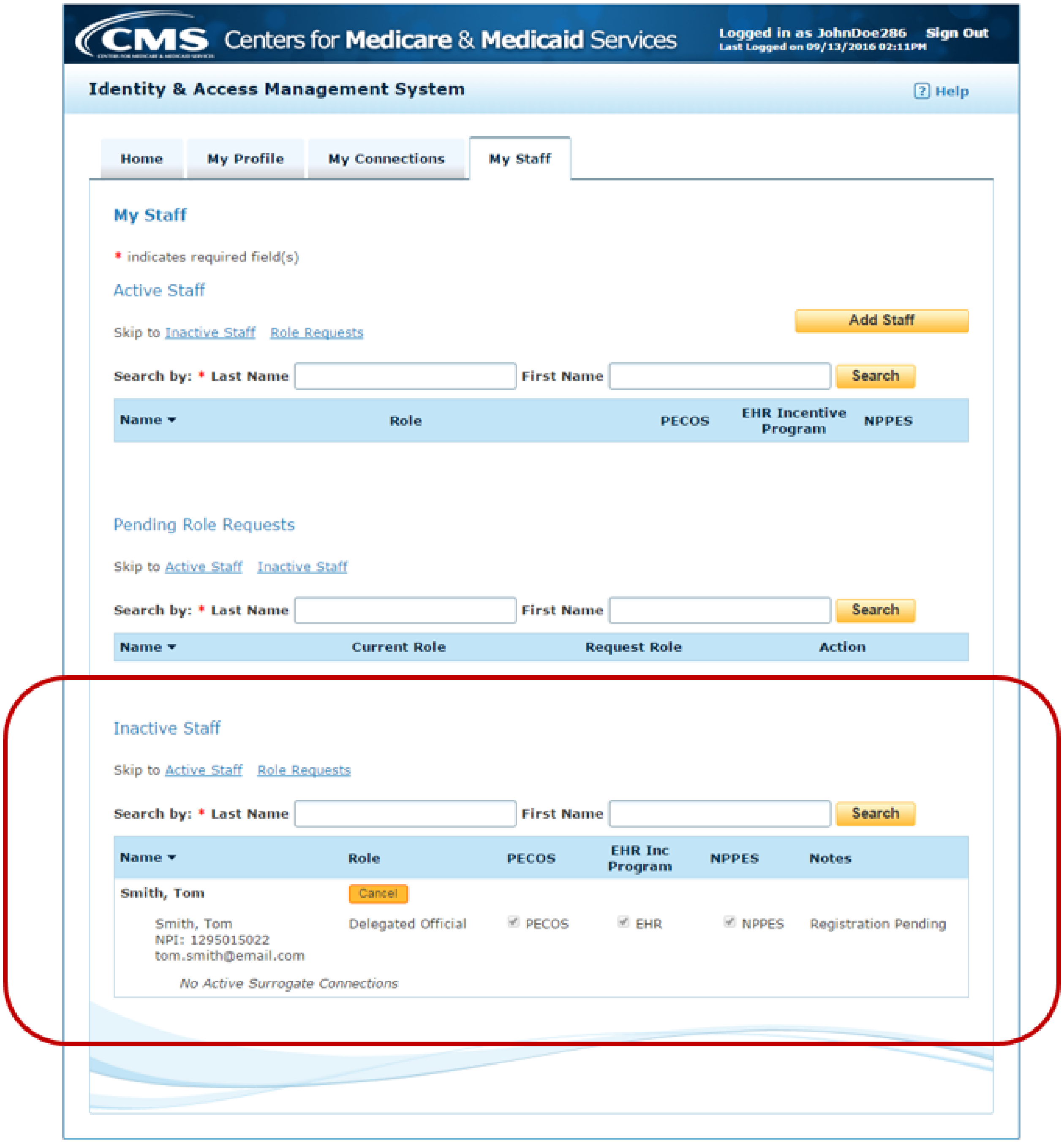
From: donotreply@cms.gov
To: tom.smith@email.com
Subject: Youve been invited to register with the Centers for Medicare and Medicaid Identity & Access System

```
John Doe requested that you register as a staff user for your employer(s)
John Doe in the Centers for Medicare and Medicaid Services Identity &
Access (I&A) system. To continue, please either click on the PIN Entry
Page link provided below or cut and paste the link into your browser and
enter the e-mail address and the PIN provided below.  Note that the PIN
will expire in 72 hours if not used.

PIN Entry Page: https://nppes.cms.cmstest/IAWeb/register/register_pin.do

PIN: 2534694877

Invitation Tracking ID:  I11355

Systems that currently accept I&A log in credentials:
Internet-based PECOS (https://pecos.cms.hhs.gov)

EHR Incentive Program (https://ehrincentives.cms.gov)

NPPES (https://nppes.cms.hhs.gov)

Please do not reply to this message via e-mail. This address is automated,
unattended, and cannot help with questions or requests. If you have any
questions, please contact the External User Services (EUS) Help Desk:
    External User Services (EUS) Help Desk
    PO Box 792750
    San Antonio, TX 78279
    1-866-484-8049
    EUSSupport@cgi.com
```

~~7.~~9. To complete the invite SEU steps click the **Done** button.



~~8.~~10. The newly added Staff End User will exist on the **My Staff** tab under the Inactive Staff heading, Registration Pending, until he/she registers in I&A.



Once the user accepts the invitation (see ***How New I&A Users Register from a Staff End Users (SEU) or Delegated Official (DO) Invitation*** and ***How New I&A Users Register from a Staff End Users (SEU) or Delegated Official (DO) Invitation*** sections of this document*)* the user will show under the *Active Staff* heading on the **My Staff** page

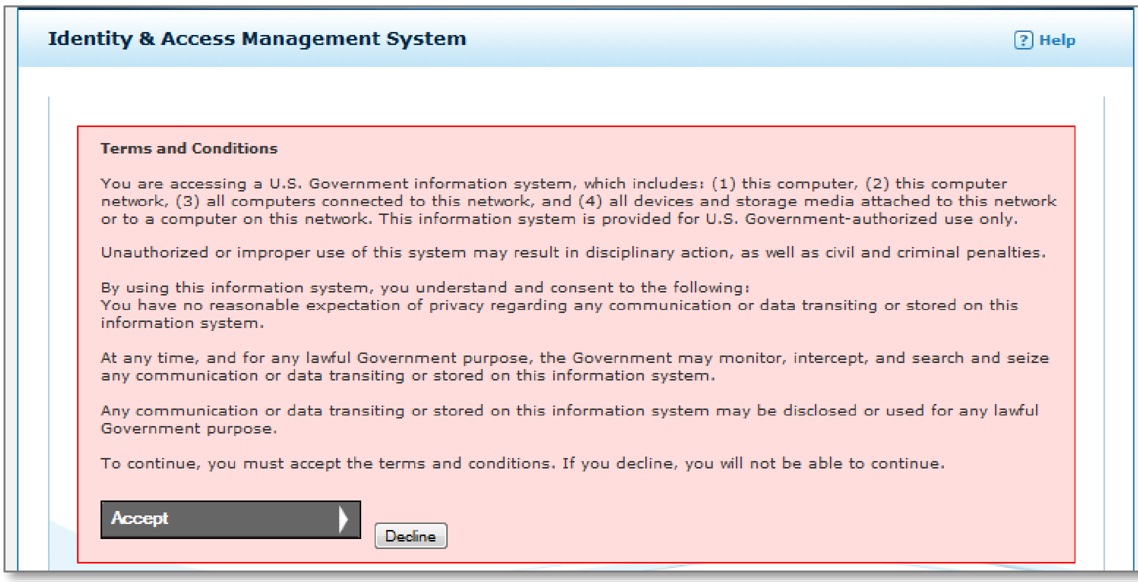
How New I&A Users Register from a Staff End Users (SEU) or Delegated Official (DO) Invitation

Note: PINs included in the Staff End User Invitation will expire in 72 hours if not used.

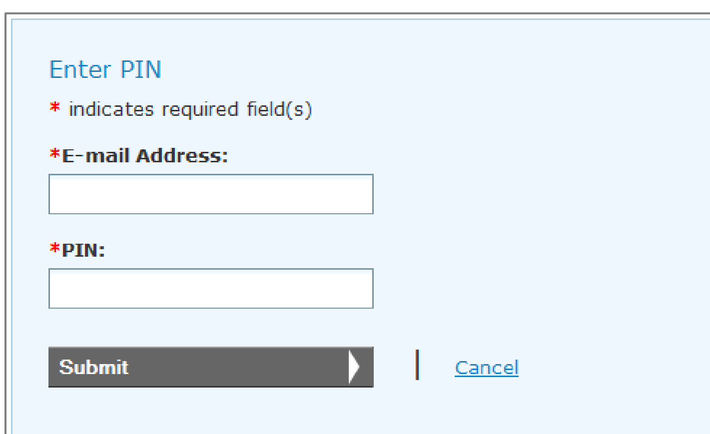
1. The user should access their e-mail and look for e-mail **Subject**: You've been invited to register with the Centers for Medicare and Medicaid Identity & Access System. An example of this e-mail is available in step 8 of the How to Invite a Staff End User (SEU).

2. In the body of the e-mail the Staff End User should locate the web address provided after the text PIN Entry Page: and copy and paste the web address in his/her Internet browser and click **Enter**.

3. The user is then navigated to the *Terms and Conditions* page where they should review and terms and conditions. To continue, the user must click the **Accept** button.

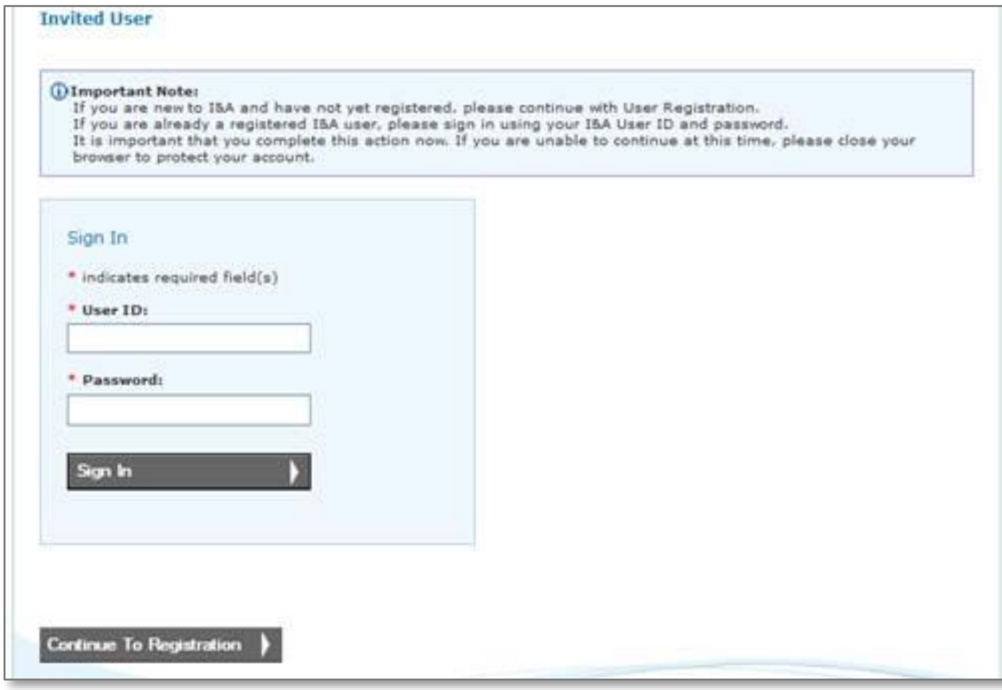


4. The user is then directed to the Enter Pin page.
   a. The user will enter the e-mail address where they received the Staff End User Invitation
   b. Enter the PIN found in the body of the e-mail
   c. And click the **Submit** button to continue

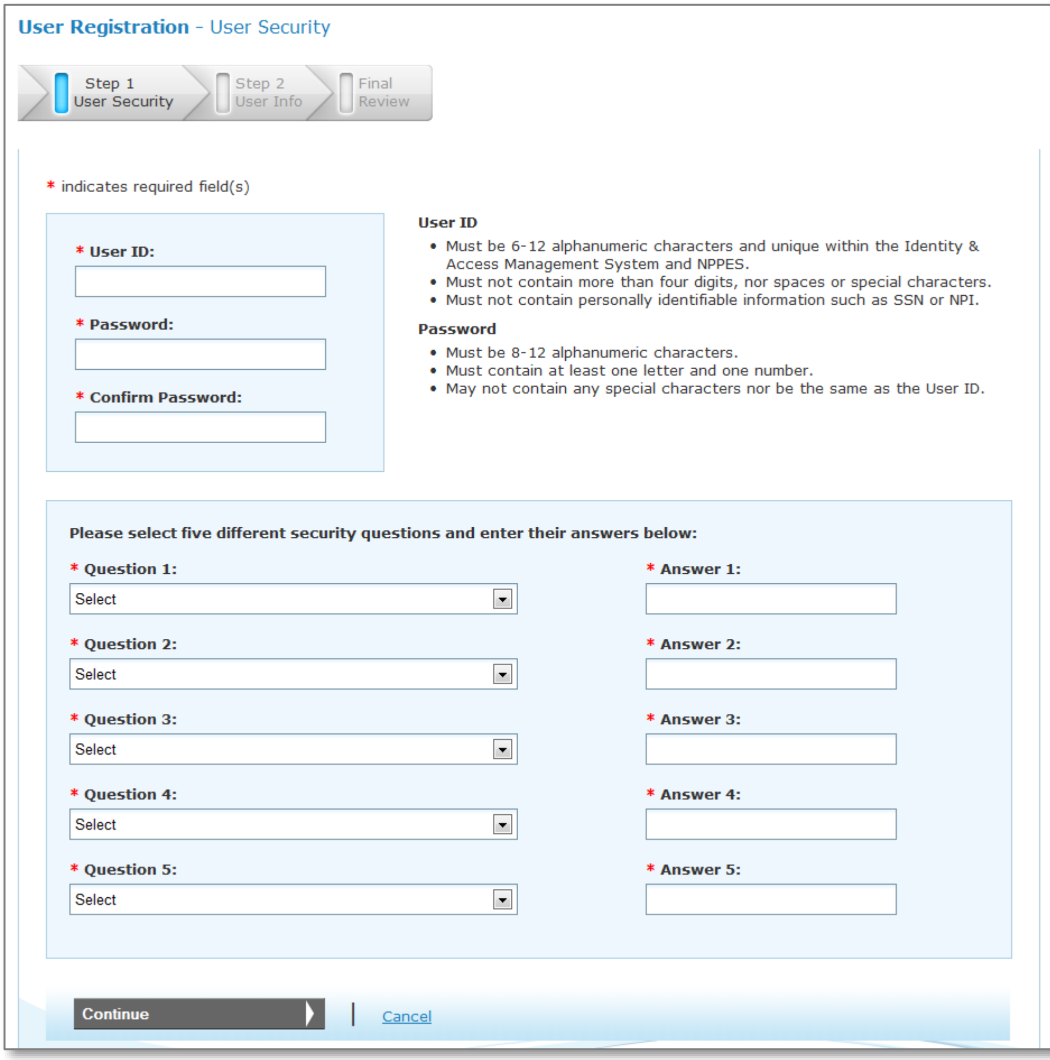


5. On the Invited User page, the user will decide if he/she is new to I&A OR if he/she is already a registered I&A user.
   Important: The invited user must register or sign in under his/her own account, not the account of the person who sent the invitation.
   a. Users who have already registered will enter their User ID and Password and click the **Sign In** button
   b. Users who are new to I&A will click the **Continue To Registration** button

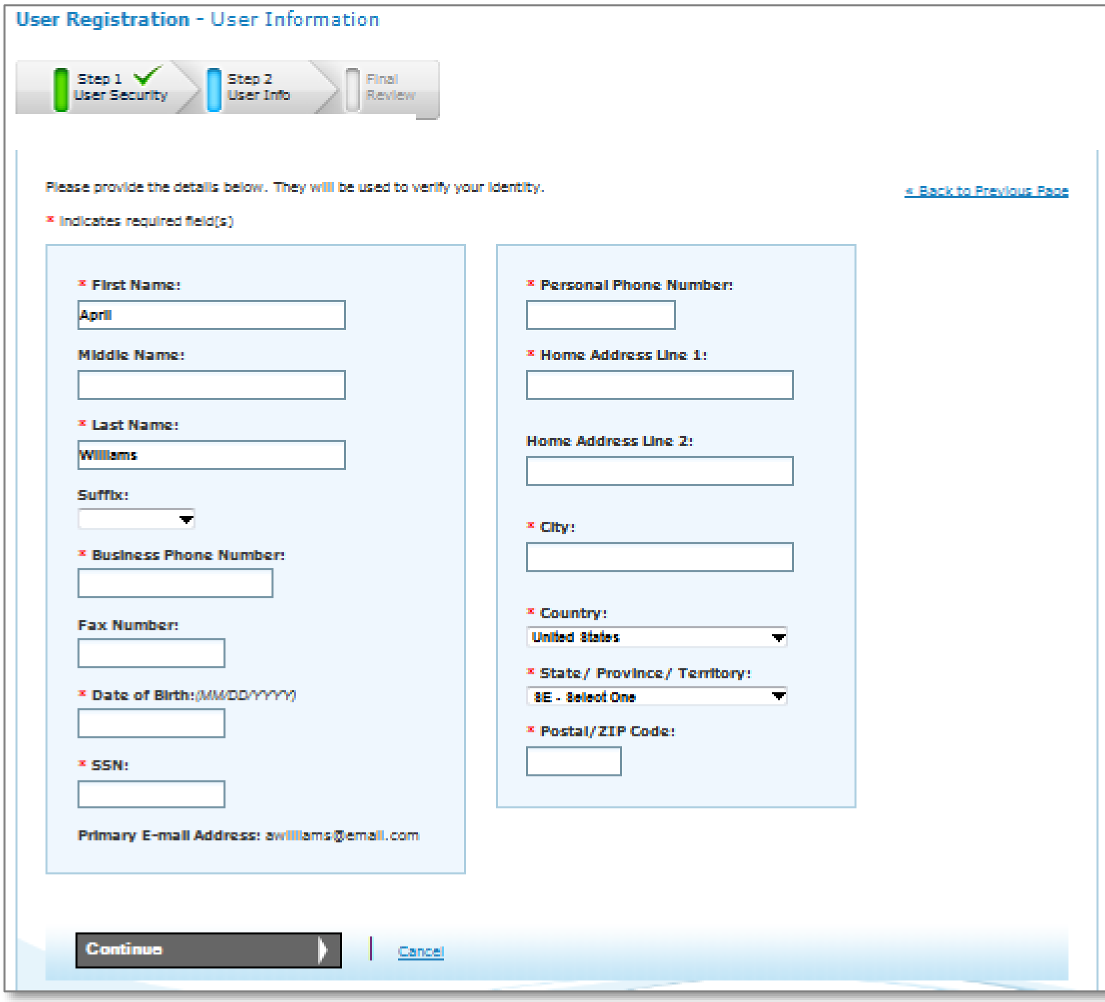
   The steps that follow are for a user who is new to I&A. A new I&A user will click the **Continue To Registration** button.



6. After clicking the **Continue to Registration** button, the user is taken to the User Registration > User Security (Step 1) page where he/she will need to:
    a. Create a User ID
    b. Create a Password
    c. Complete five different security questions
    d. After all required fields are complete, click the **Continue** button

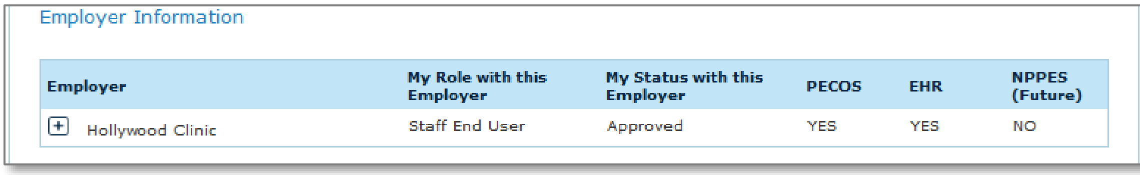


7. On the User Registration > User Information (Step 2) page, the user must complete all of the required fields and then click the **Continue** button



8. On the User Registration > User Information (Final Complete) page, the user will see that their account has been successfully created. The user can then click the **Continue To Homepage** button which will take them to their newly created I&A account.

9. The user can click the **My Profile** tab and scroll to the bottom of the page to see their Approved Staff End User status under the <u>Employer Information</u> section.



Employer Information

Employer	My Role with this Employer	My Status with this Employer	PECOS	EHR	NPPES (Future)
Hollywood Clinic	Staff End User	Approved	YES	YES	NO

Important: **The Staff End User must wait up to 8 hours for the system to synchronize the account updates**. After the account updates the Staff End User can log in to EHR and work on behalf of the provider(s).

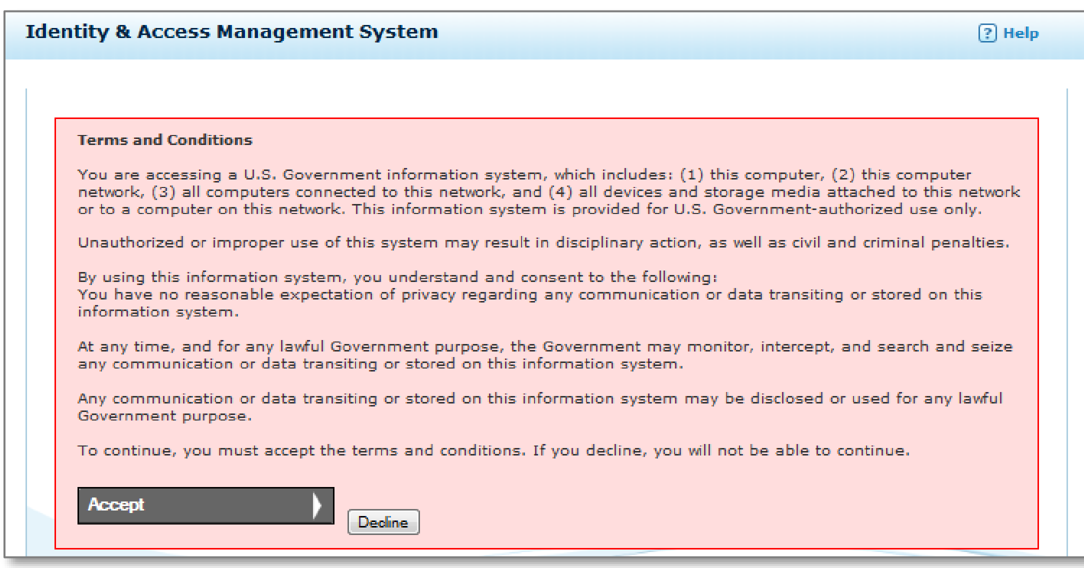
How an Existing I&A User Responds to a Staff End Users (SEU) or Delegated Official (DO) Invitation

<u>Note</u>: PINs included in the Staff End User Invitation will expire in 72 hours if not used.

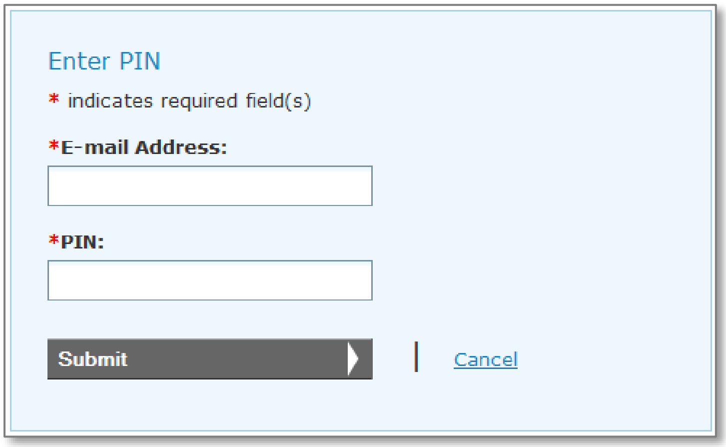
1. The user should access their e-mail and look for e-mail **Subject**: You've been invited to register with the Centers for Medicare and Medicaid Identity & Access System. An example of this e-mail is available in step 8 of the How to Invite a Staff End User (SEU).

2. In the body of the e-mail the Staff End User should locate the web address provided after the text <u>PIN Entry Page</u>: and copy and paste the web address in his/her Internet browser and click **Enter**.

3. The user is then navigated to the *Terms and Conditions* page where they should review and terms and conditions. To continue, the user must click the **Accept** button.

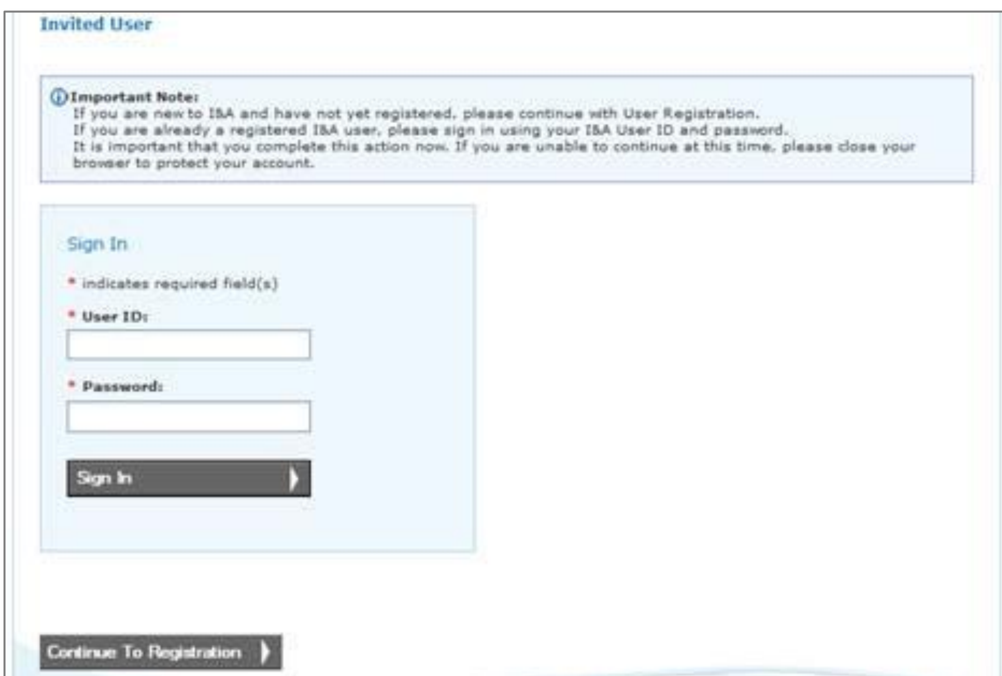


4. The user is then directed to the Enter Pin page.
    a. The user will enter the e-mail address where they received the Staff End User Invitation
    b. Enter the PIN found in the body of the e-mail
    c. And click the **Submit** button to continue



5. On the Invited User page, the user will decide if he/she is new to I&A OR if he/she is already a registered I&A user.
Important: The invited user must register or sign in under his/her own account, not the account of the person who sent the invitation.
    a. Users who have already registered will enter their User ID and Password and click the **Sign In** button
    b. Users who are new to I&A will click the **Continue To Registration** button

The steps that follow are for a user who has already registered in I&A and has a user ID and password. The user will enter his/her User ID and Password and click the **Sign In** button.



6. After entering the User ID and Password and clicking the **Sign In** button, the user is logged in to his/her I&A account and taken to the **Home** tab where the user can click on the **My Profile** tab and scroll to the bottom of the page to see their Approved Staff End User status under the Employer Information section.

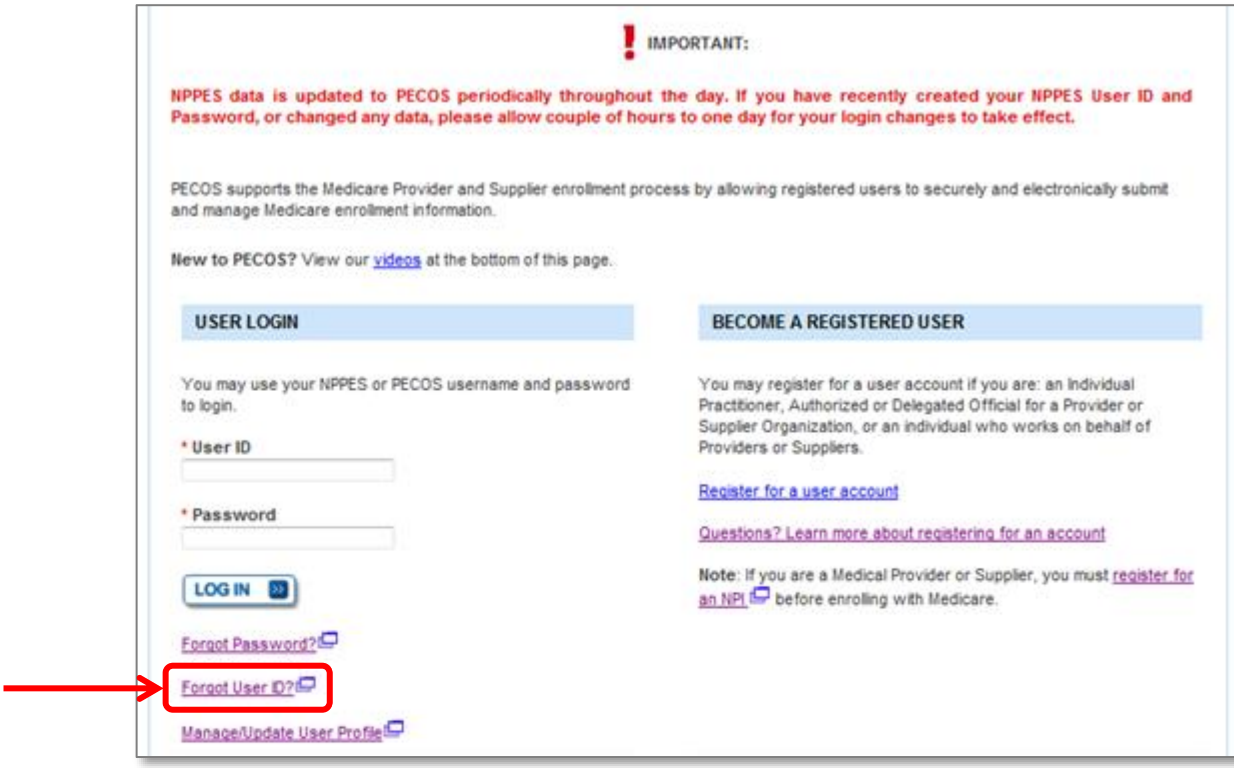
Employer Information

Employer ▲	My Role with this Employer ▼	My Status with this Employer ▼	PECOS	EHR	NPPES
⊞ ss dental	Authorized Official	Pending Approval Tracking Id A61596228	NO	NO	NO
⊞ SS & PM Inc	Staff End User	Pending Approval Tracking Id U61596227	NO	NO	YES
⊞ SA Medical Physicians of CA	Authorized Official	Approved	YES	YES	YES
⊞ MAYO CLINIC HEALTH SYSTEM - CHIPPEWA VALLEY, INC	Delegated Official	Approved	YES	YES	YES
⊞ dspecosone, dspecos	Authorized Official	Approved	YES	YES	YES

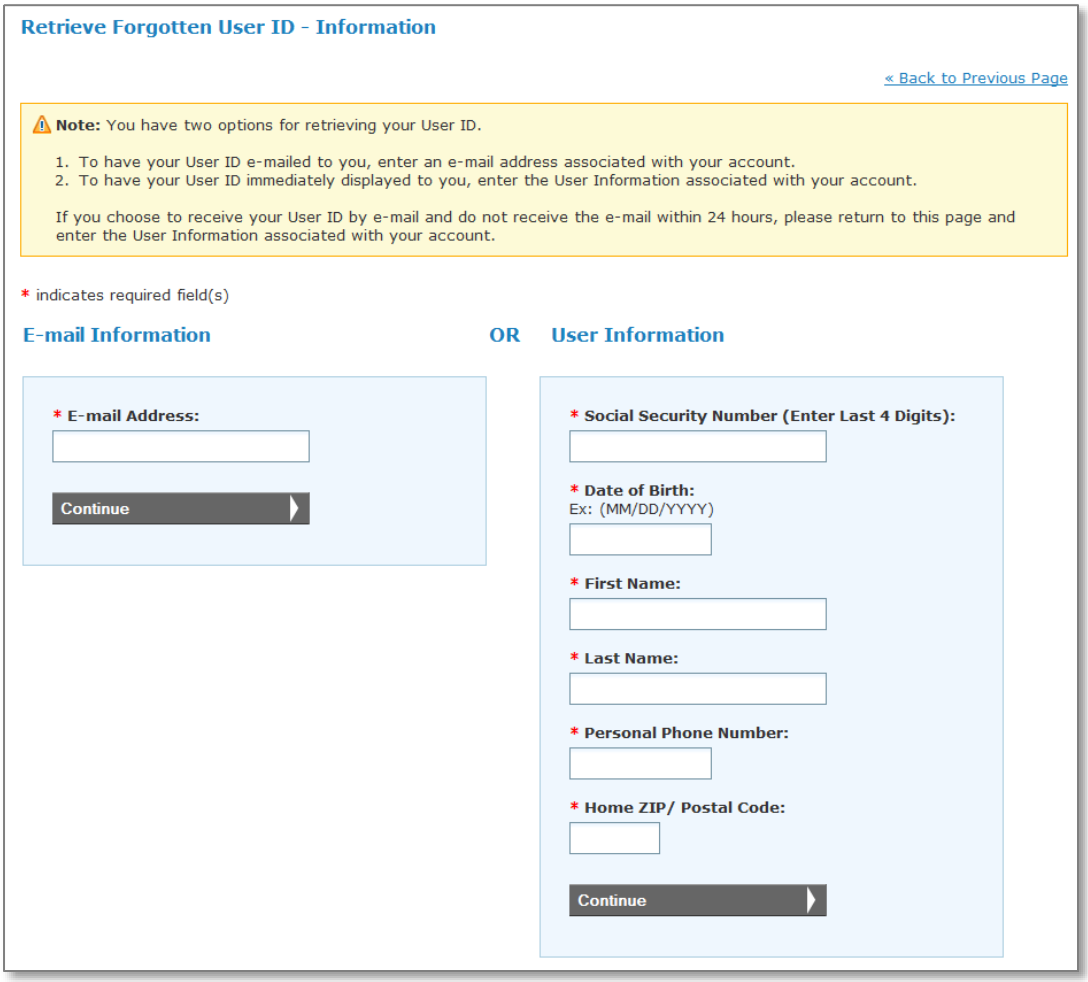
Important: **The new Staff End User / Delegated Official must wait up to 8 hours for the system to synchronize the account updates**. After the account updates the Staff End User can log in to EHR and work on behalf of the provider(s).

How to Retrieve Forgotten User ID when logging into PECOS

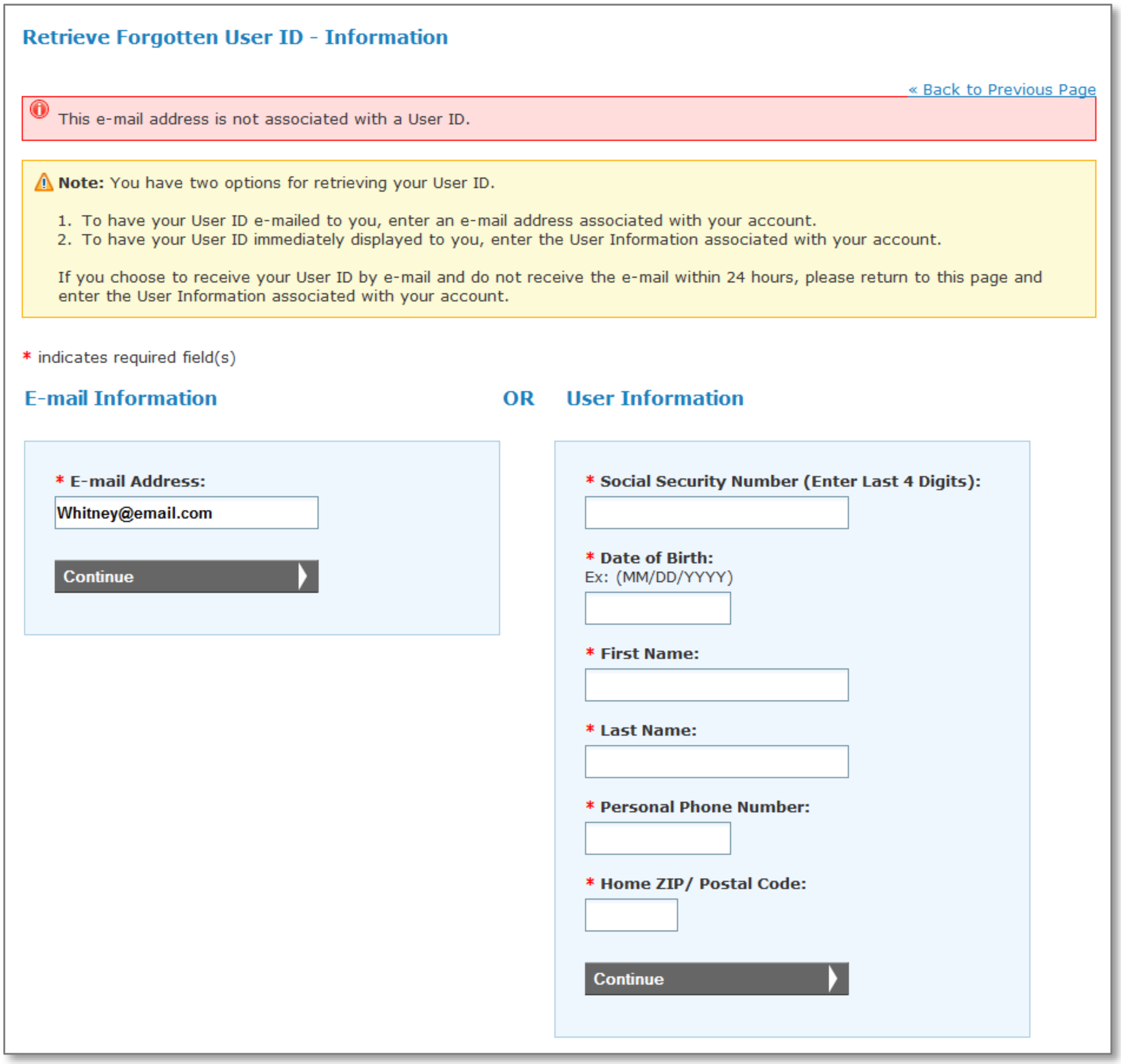
1. From the PECOS logon page the user selects **Forgot User ID?** Hyperlink. The user is then redirected to the I&A Retrieve Forgotten User ID - Information page.



2. On the Retrieve Forgotten User ID - Information page, the user enters his/her e-mail address and clicks the **Continue** button.



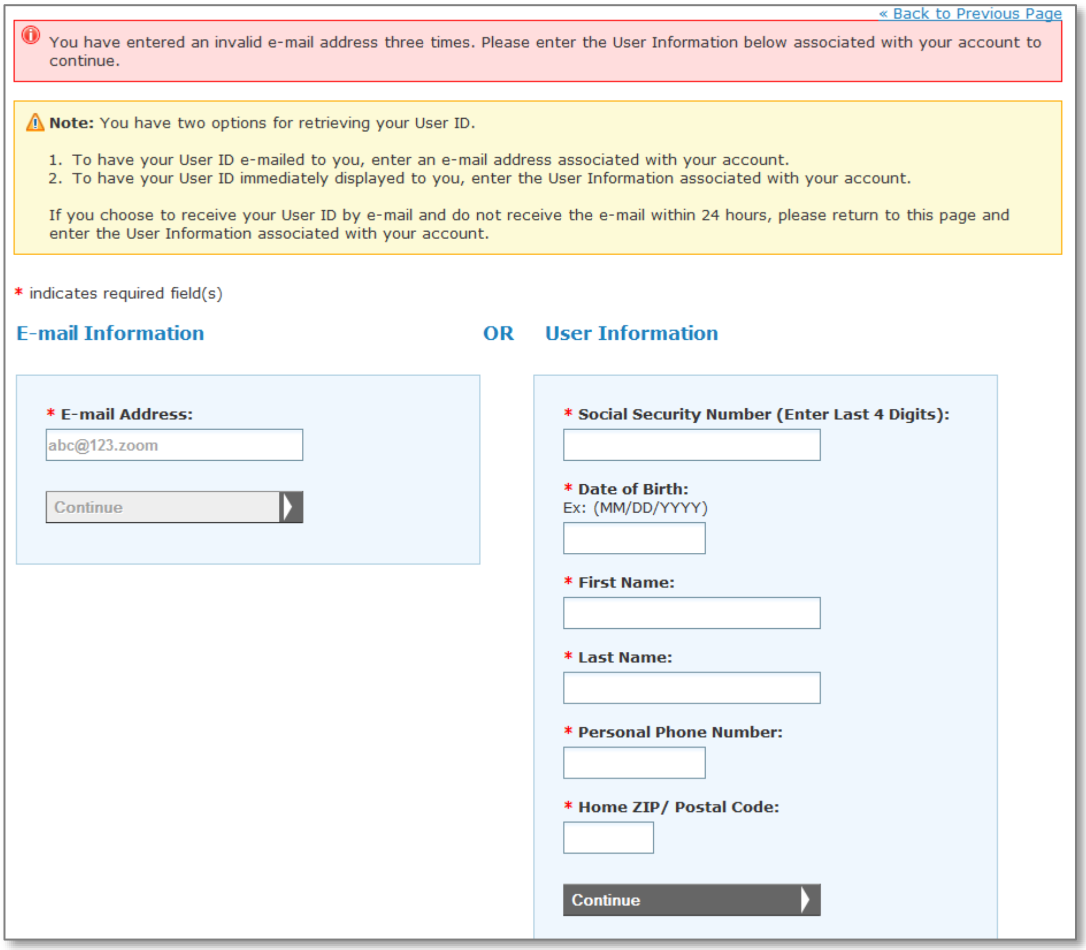
3. In this example, the user enters the incorrect e-mail address and receives an error message stating "The e-mail address is not associated with a User ID." The user attempts to enter a different e-mail address and clicks the **Continue** button.



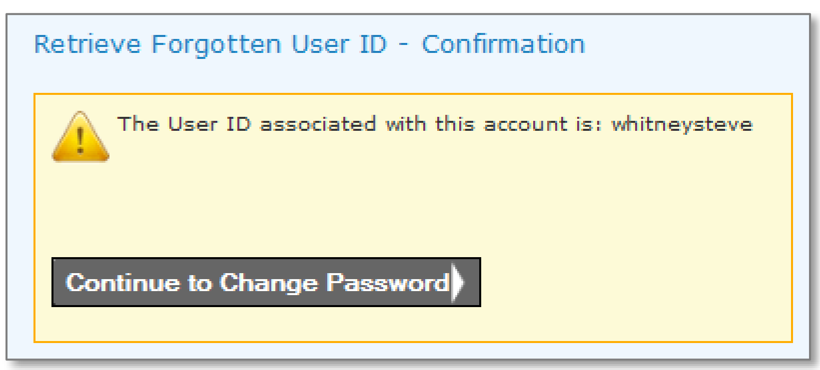
4. The user tries two additional times to enter the correct e-mail address associated with his/her account and after the third attempt when the user clicks the **Continue** button the user receives an error message stating "You have entered an invalid e-mail address three times. Please enter the User Information below associated with your account to continue."

   Note: **Continue** button under the *E-mail Information* heading is disabled and the user is forced to complete the *User Information* fields.

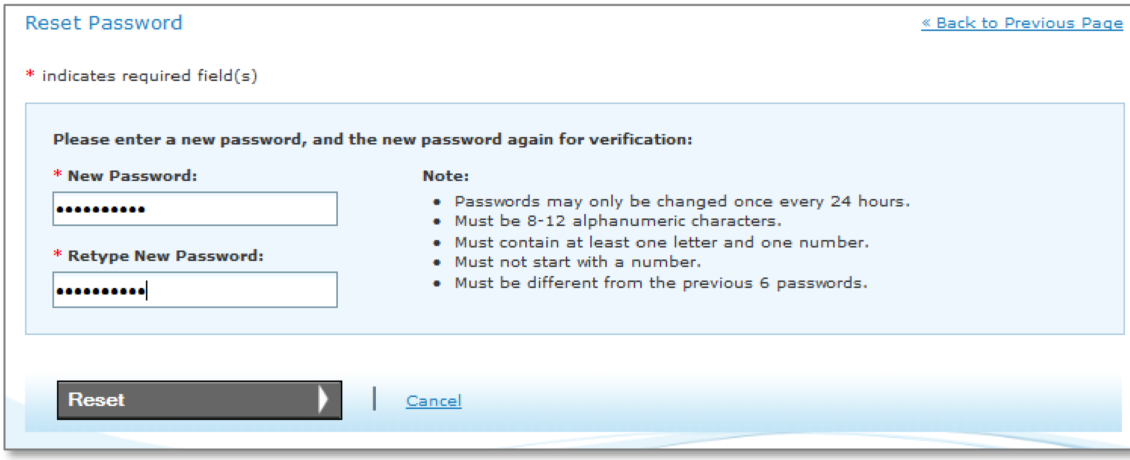
   The user enters the personal information collected in the *User Information* fields and clicks the **Continue** button.



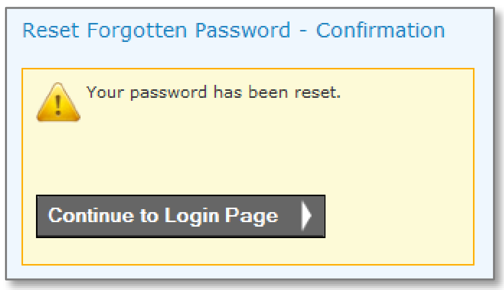
5. On the <u>Retrieve Forgotten User ID - Confirmation</u> page, the user ID associated with the user's account is displayed. The user must copy/make note of their user ID and click the **Continue to Change Password** button.



6. On the Reset Password page, the user is prompted to enter a new password and click the Reset button



7. Once the user clicks the **Reset** button on the Reset Password page the user is taken to the Reset Forgotten Password - Confirmation page. The user will click the **Continue to Login Page** button access the I&A logon screen.

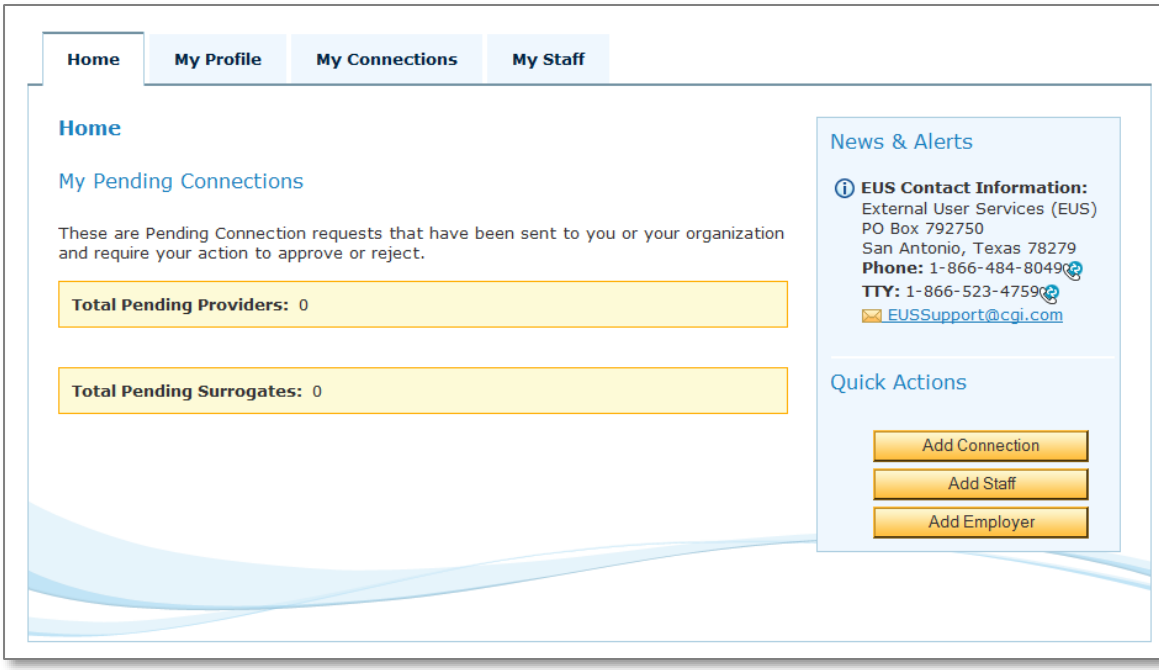


   a. Note: The user will also receive an e-mail notification confirming that the password on the user's account has been changed. See an example e-mail below

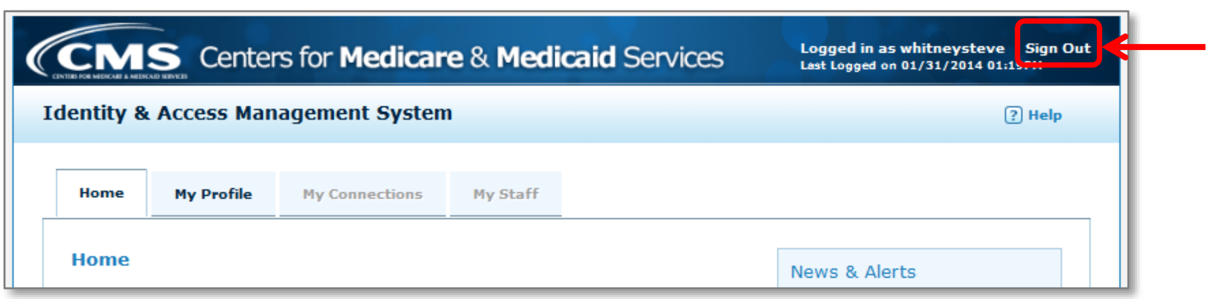
```
From: donotreply@cms.gov
To: whitney.stevenson@email.test
Subject: Password Change Notification

This is to inform you the password on your account whitneysteve was
recently reset.  If you did not reset your password, please contact
the External User Services (EUS) Help Desk immediately.
```

8. On the I&A logon page the user will enter his/her user ID and newly reset password and click the **Sign In** button.

9. Since this user has previously logged in to their I&A account he/she will be taken directly to their I&A Home page.



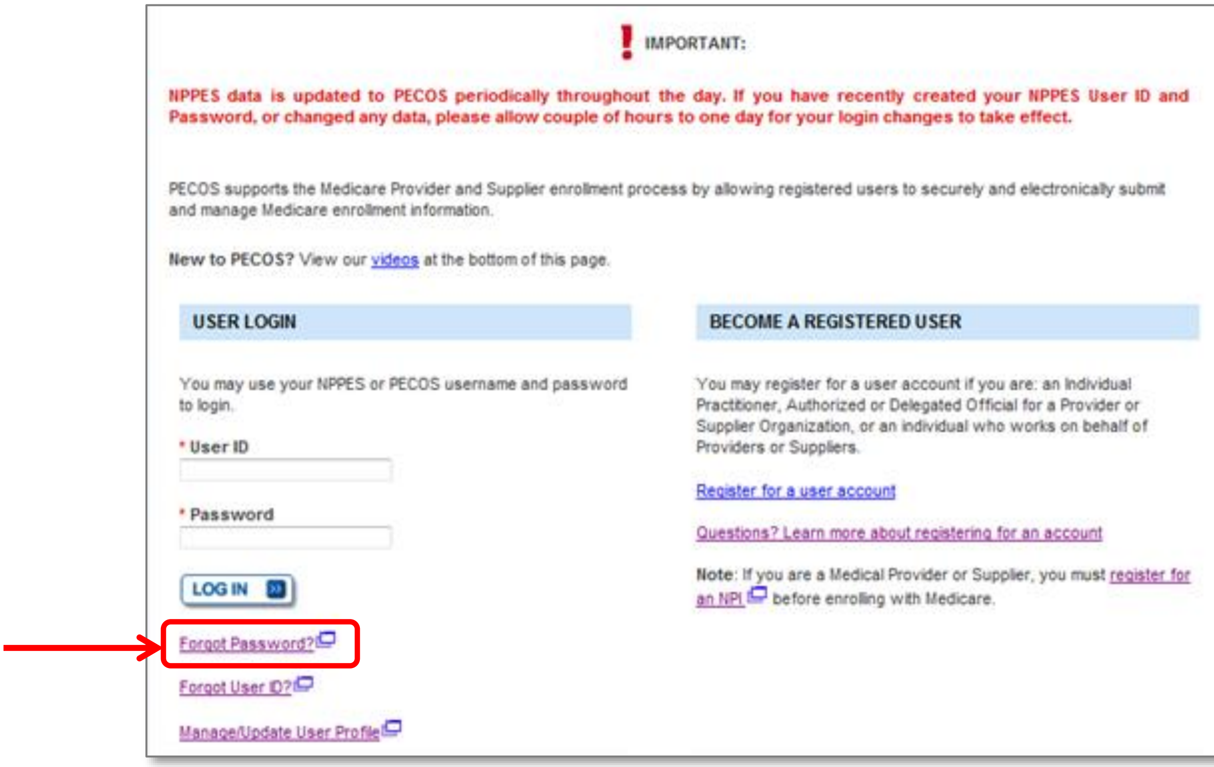
10. Once the user is finished in his/her I&A account the user can logout using the Sign Out hyperlink in the top right hand corner of the screen.



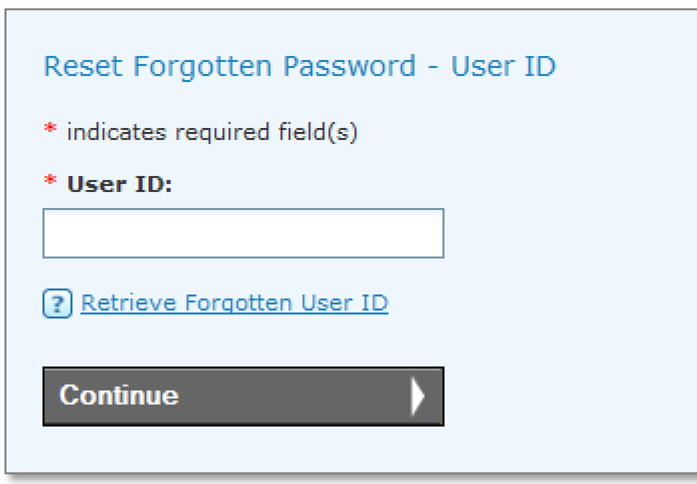
11. The user can now take their user ID and newly reset password and login to PECOS and/or EHR.

How to Reset a Forgotten Password For a User Who Has Not Completed His/Her User Information Security Check when logging into PECOS

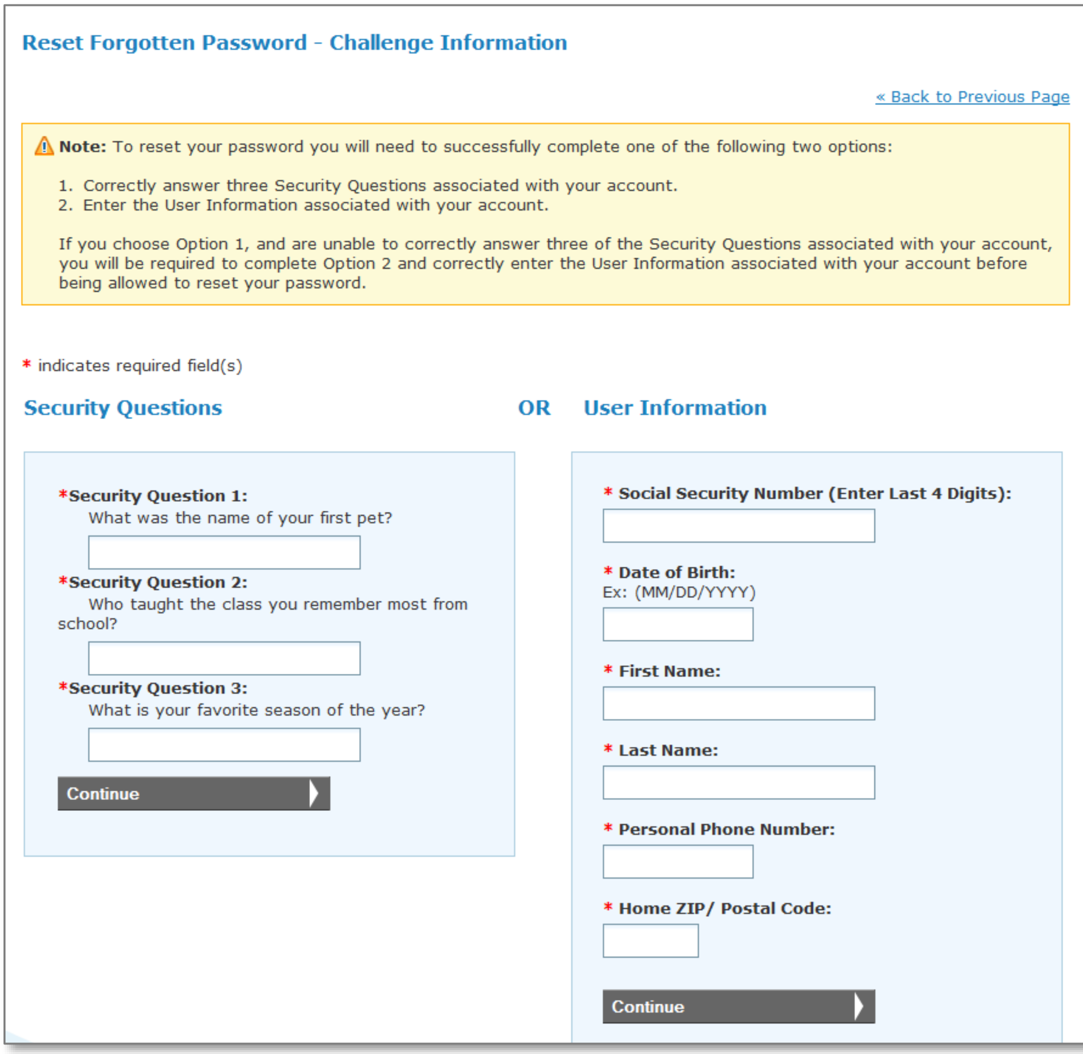
1. From the PECOS logon page the user selects **Forgot Password?** Hyperlink. The user is then redirected to the I&A Reset Forgotten Password - User ID page.



2. On the Reset Forgotten Password - User ID page, the user enters his/her user ID and clicks the **Continue** button.



3. On the Reset Forgotten Password - Challenge Information page, the user attempts to enter his/her *Security Questions* and clicks the **Continue** button.



Reset Forgotten Password - Challenge Information

« Back to Previous Page

Note: To reset your password you will need to successfully complete one of the following two options:

1. Correctly answer three Security Questions associated with your account.
2. Enter the User Information associated with your account.

If you choose Option 1, and are unable to correctly answer three of the Security Questions associated with your account, you will be required to complete Option 2 and correctly enter the User Information associated with your account before being allowed to reset your password.

* indicates required field(s)

Security Questions OR User Information

***Security Question 1:**
What was the name of your first pet?

***Security Question 2:**
Who taught the class you remember most from school?

***Security Question 3:**
What is your favorite season of the year?

Continue

*** Social Security Number (Enter Last 4 Digits):**

*** Date of Birth:**
Ex: (MM/DD/YYYY)

*** First Name:**

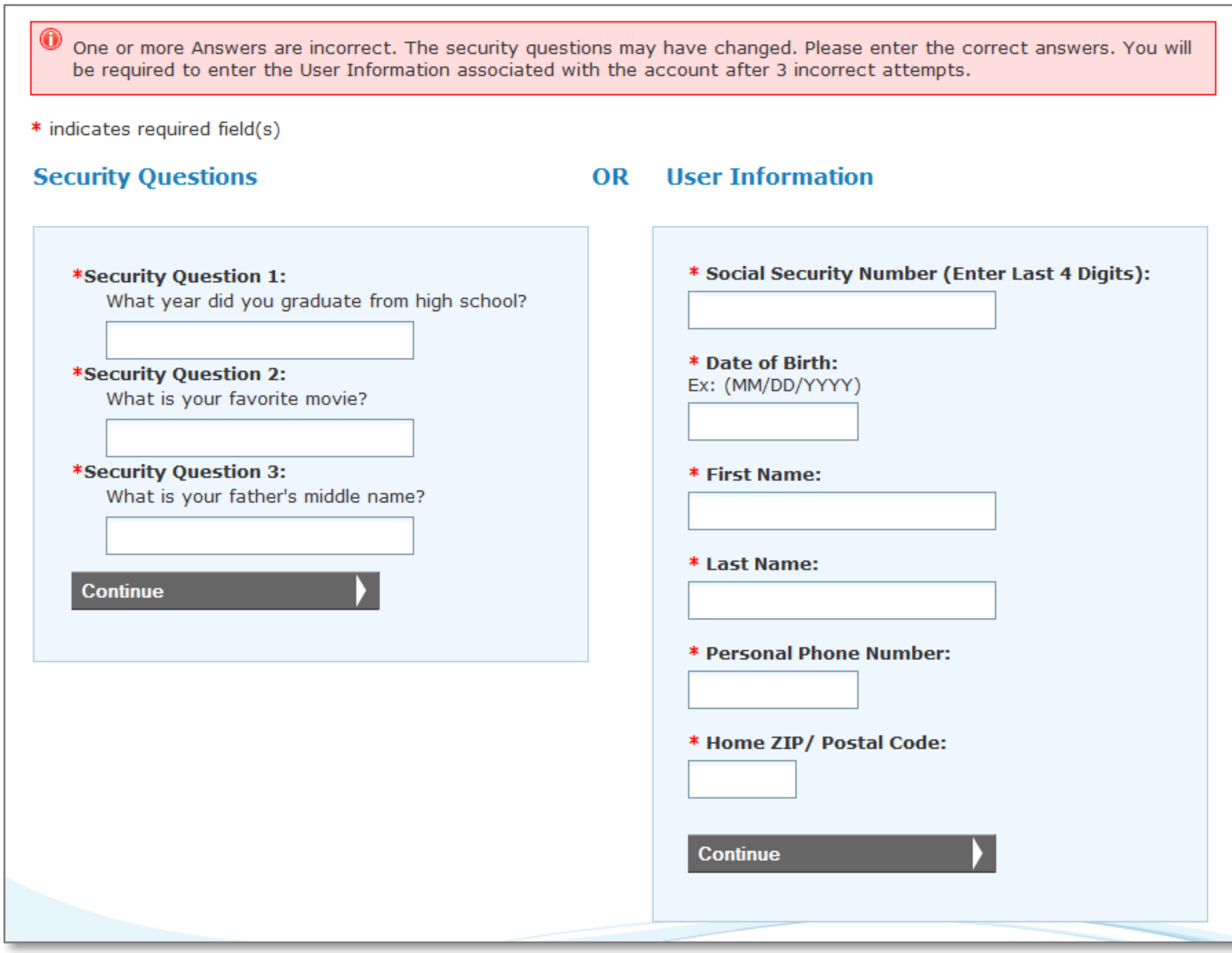
*** Last Name:**

*** Personal Phone Number:**

*** Home ZIP/ Postal Code:**

Continue

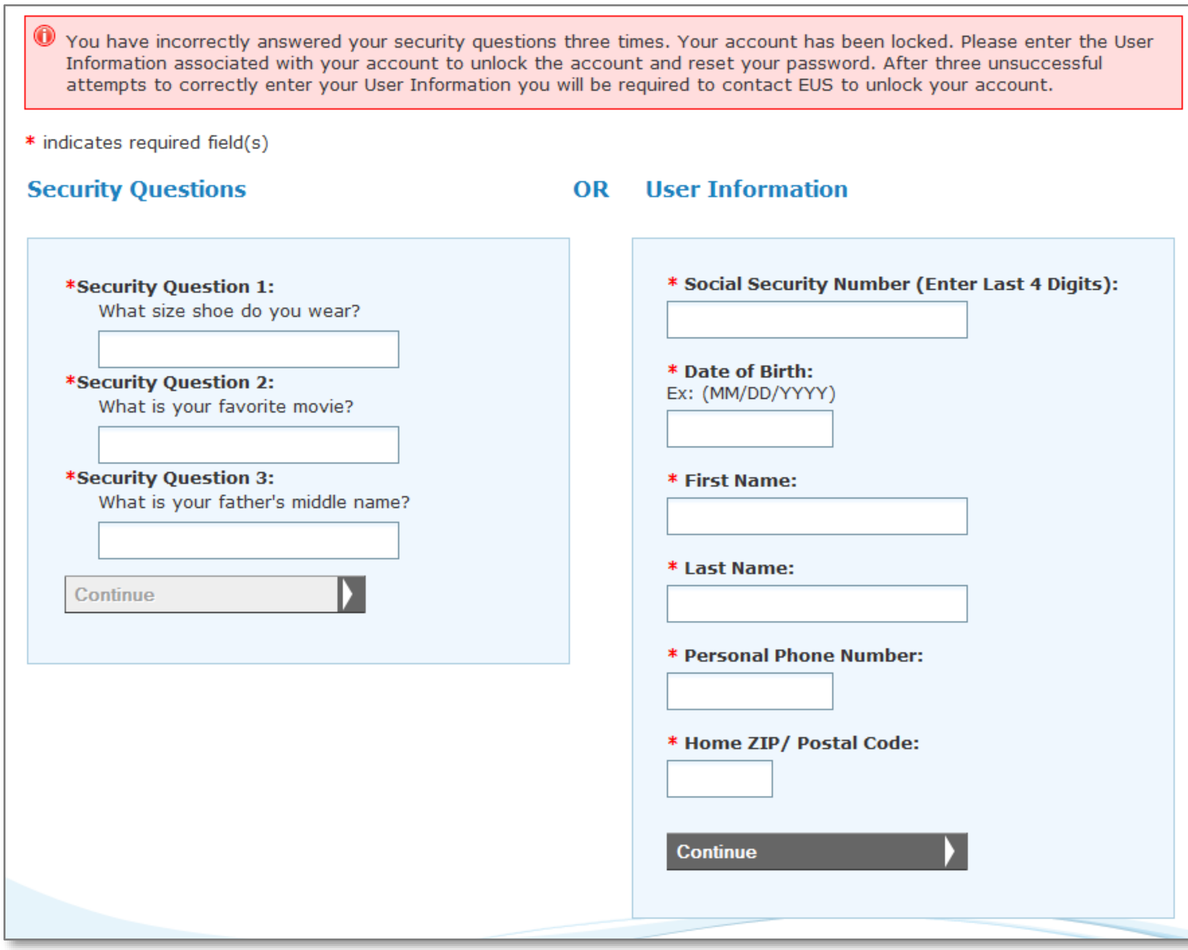
4. In this example, the user incorrectly answers the *Security Questions* and receives an error message stating "One or more Answers are incorrect. The security questions may have changed. Please input the correct answers. You will be required to enter the User Information associated with the account after 3 incorrect attempts." The user attempts to enter his/her *Security Questions* and clicks the **Continue** button.



5. The user attempts to correctly answer the *Security Questions* two additional times and after the third attempt when the user clicks the **Continue** button the user receives an error message stating "You have incorrectly answered your security questions three times. Your account has been locked. Please enter the User Information associated with your account to unlock the account and reset your password. After three unsuccessful attempts to correctly enter your User Information you will be required to contact EUS to unlock your account."

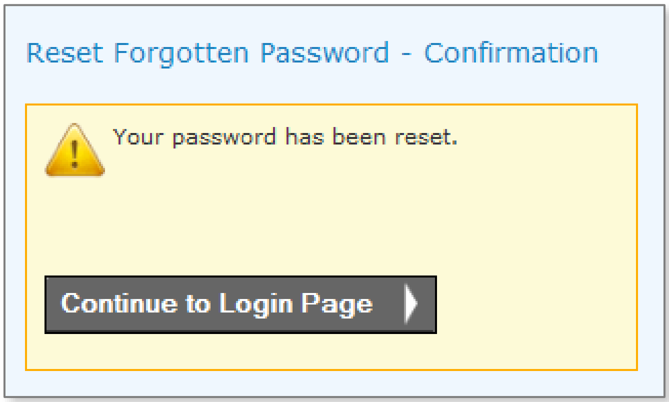
   Note: **Continue** button under the *Security Questions* heading is disabled and the user is forced to complete the *User Information* fields.

The user enters the personal information collected in the *User Information* fields and clicks the **Continue** button.



6. On the Reset Password page, the user is prompted to enter a new password and click the **Reset** button.

7. Once the user clicks the **Reset** button on the <u>Reset Password</u> page the user is taken to the <u>Reset Forgotten Password - Confirmation</u> page. The user will click the **Continue to Login Page** button access the I&A logon screen.



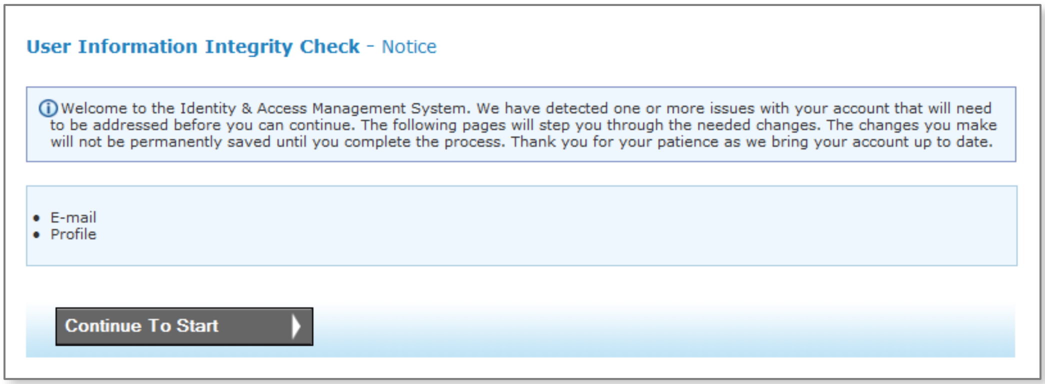
<u>Note</u>: The user will also receive an e-mail notification confirming that the password on the user's account has been changed. See an example e-mail below

```
From: donotreply@cms.gov
To: NOT-CONVERTED-TESTUSER
Subject: Password Change Notification

This is to inform you the password on your account TESTUSER was recently
reset.  If you did not reset your password, please contact the External
User Services (EUS) Help Desk immediately.
```

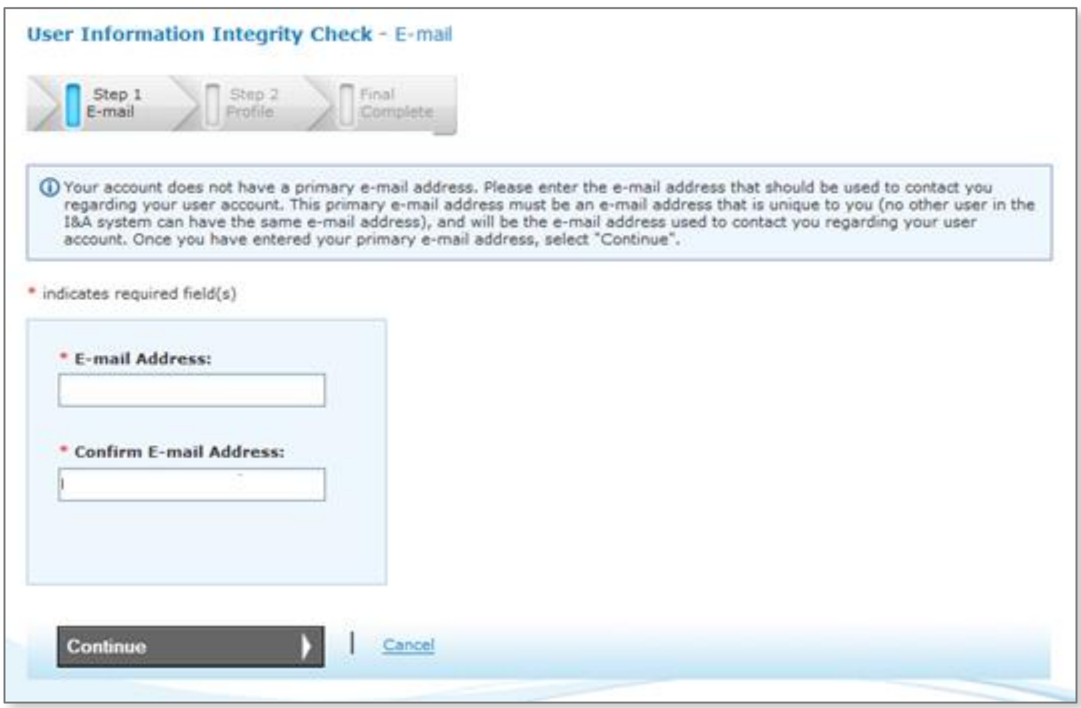
8. On the I&A logon page the user will enter his/her user ID and newly reset password and click the **Sign In** button.

9. Before the user is able to access his/her I&A Home page the user must complete the User Information Integrity Check. On User Information Integrity Check - Notice page, the user will click the **Continue to Start** button to continue.

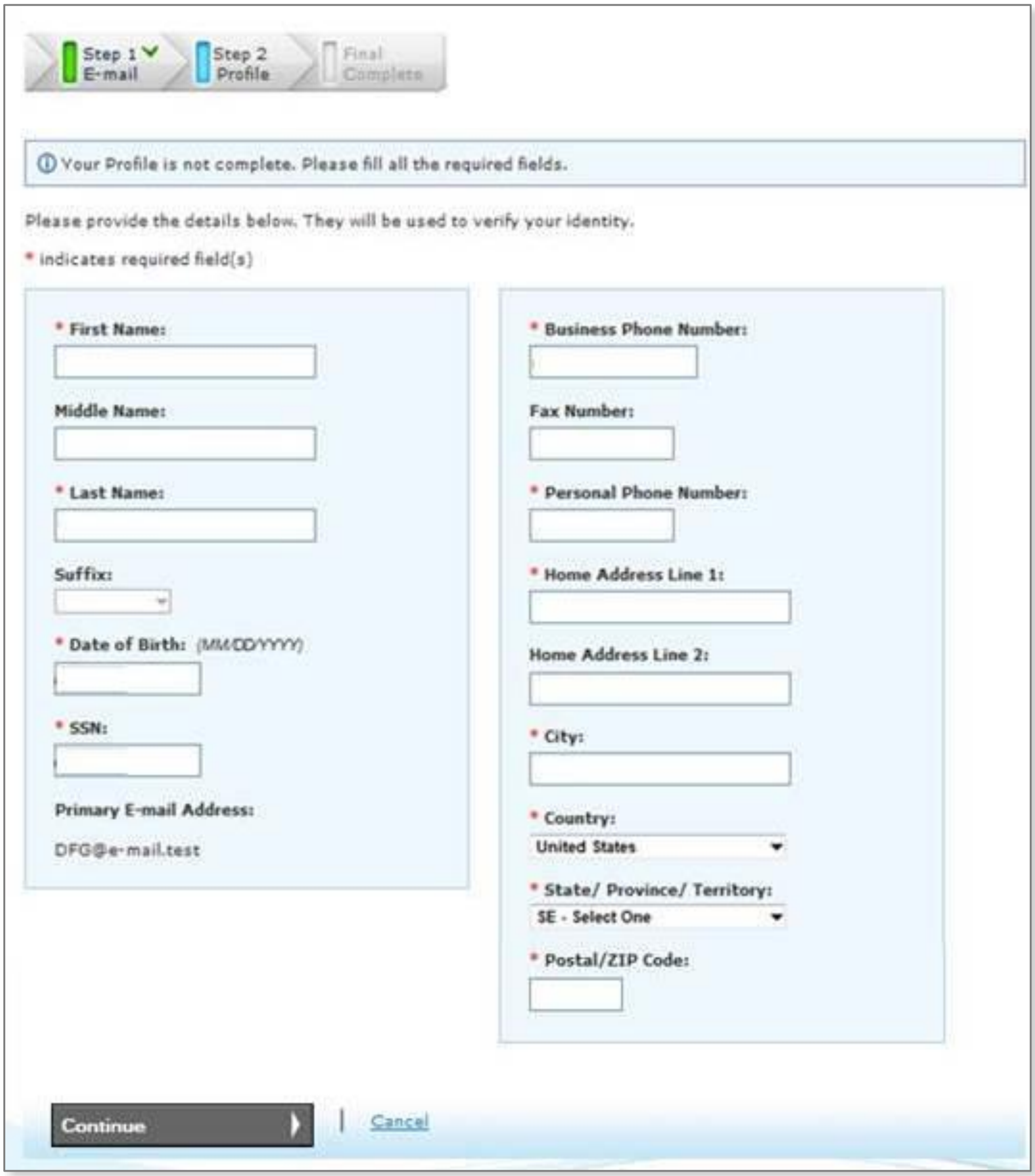
   Note: In this example, this is the first time the user has logged into his/her I&A account so the user has not completed the User Information Integrity Check. If the user has previously logged in to his/her I&A account the user will be taken directly to their Home page.



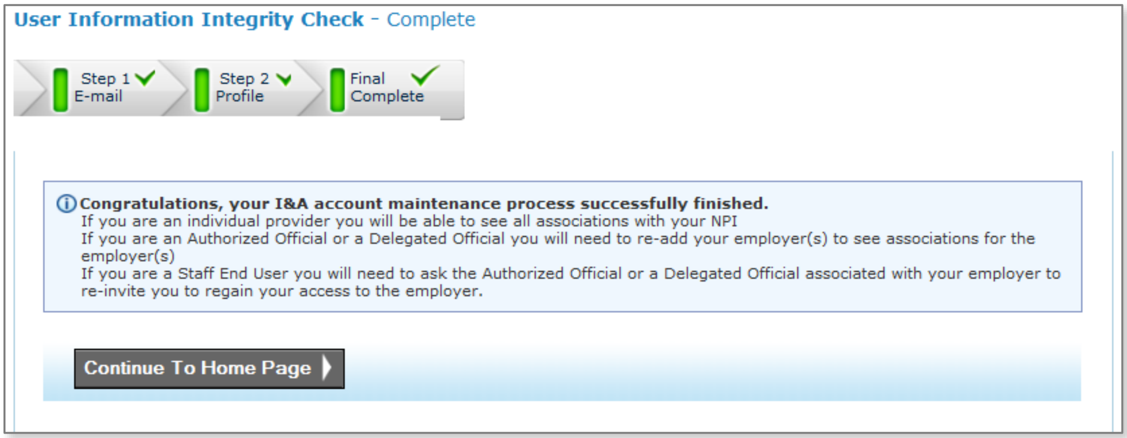
10. On the User Information Integrity Check - E-mail page the user must enter a unique e-mail address. After the user enters their e-mail address the user will click the **Continue** button.



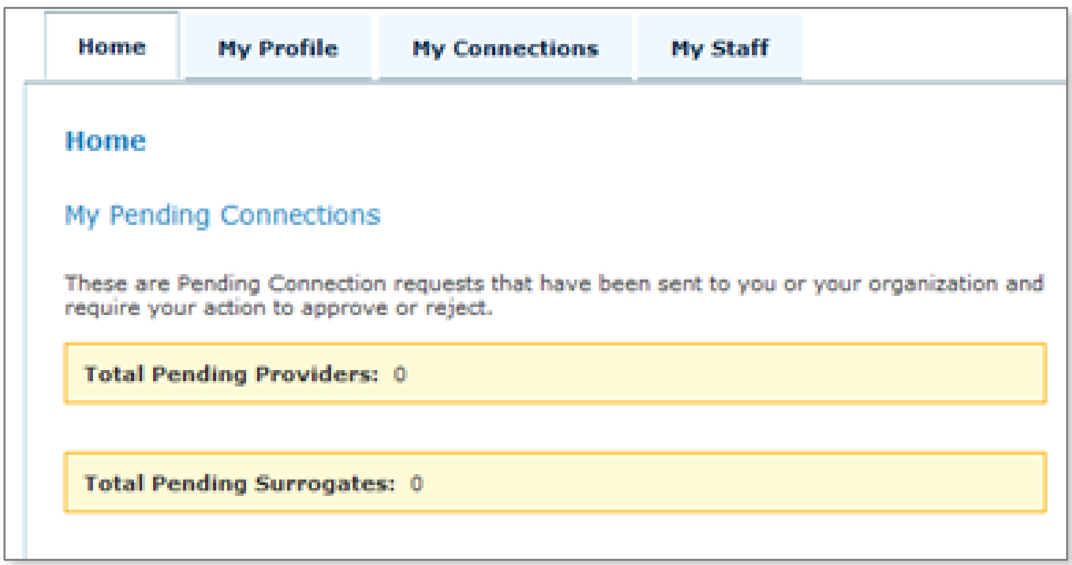
11. On the User Information Integrity Check - Profile page the user must complete all required fields. Once completed, the user will click the **Continue** button. Note that if the user is an Individual Provider with an Active Type 1 NPI, the user will not be able to modify the information on the left side of the screen because it is on the user's NPI. If the information on the left side needs to be modified, the user should complete this process and then login to NPPES to correct the information on his/her NPI. The information will then be updated in I&A automatically.


Step 1
E-mail
Step 2
Profile
Final
Complete
Your Profile is not complete. Please fill all the required fields.
Please provide the details below. They will be used to verify your identity.
* indicates required field(s)
* First Name:
Middle Name:
* Last Name:
Suffix:
* Date of Birth: (MM/DD/YYYY)
* SSN:
Primary E-mail Address:
DFG@e-mail.test
* Business Phone Number:
Fax Number:
* Personal Phone Number:
* Home Address Line 1:
Home Address Line 2:
* City:
* Country:
United States
* State/ Province/ Territory:
SE - Select One
* Postal/ZIP Code:
Continue
Cancel

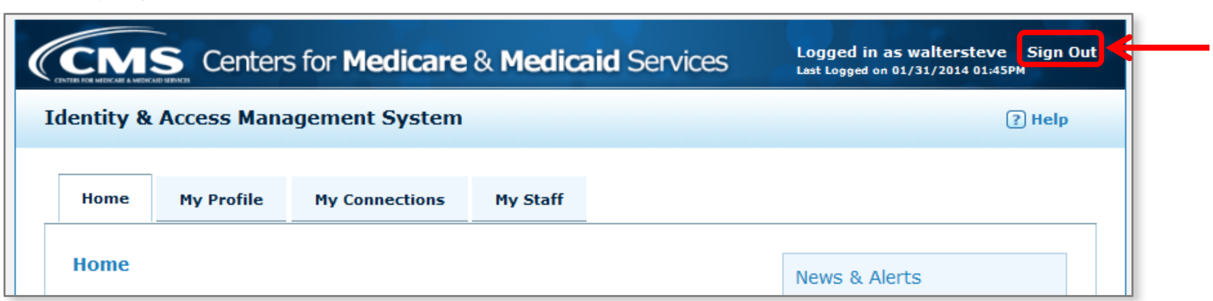
12. After the user completes Step 1 - E-mail and Step 2 - Profile, the user is taken to Final Complete. On the User Information Integrity Check - Complete page the user will click the **Continue to home Page** button to access their **Home** tab.



13. From the user's **Home** tab they can see if there are any Pending Provider or Surrogate requests. The user will also be able to navigate to other tabs available to them depending on the role of their account (i.e., Authorized Official, Delegated Official, or Staff End User).



14. Once the user is finished in his/her I&A account the user can logout using the Sign Out hyperlink in the top right hand corner of the screen.



15. The user can now take their user ID and newly reset password and login to PECOS and/or EHR.

Examples - Common Connection/Surrogate Scenarios

Example #1: Individual Provider approves Group Practice to manage their PECOS information

John Smith (Individual Provider) is part of a group practice Health Group Inc. (Organizational Provider). Brian Johnson is the Authorized Official for Health Group Inc. Tom and Alex (Staff) are both credentialing specialists that work for Health Group Inc. John has made business arrangements with Health Group Inc. to manage his enrollment information within PECOS and update information in EHR.

Assumption: Health Group Inc. is already found in I&A and already has an NPI. Brian, Tom, and Alex are already established with their respective roles in I&A. John already has an NPI.

Brian Johnson (AO for Health Group Inc.):

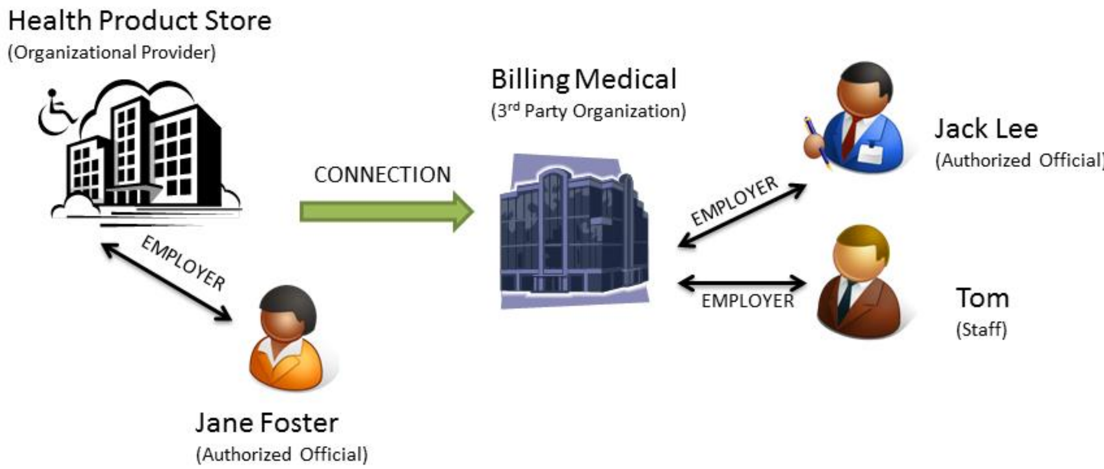
1. Logs in to I&A;
2. Goes to My Connections, and clicks Find Provider, under Health Group Inc.;
3. Searches for John Smith by his NPI;
4. Selects him and then the PECOS, and EHR business functions; and
5. Confirms the connection request.

John Smith (Individual Provider):

6. John Smith receives notification of the requested connection.
7. Logs in to I&A;
8. Sees the pending request from the group to add him on both the Home page and in the list of connections on the My Connections page;
9. John approves the request;
10. John receives notification of approved connection request;
11. Health Group Inc. receives notification of approved connection request.

These steps establish the connection (surrogacy relationship) between John Smith and Health Group Inc. - which allows any member of Health Group Inc.'s staff (i.e., Brian, Tom, or Alex) to access information for John Smith. If Health Group Inc. had established a Delegated Official they could also initiate the connection request.

Example #2: Organizational Provider hires 3rd Party Organization to manage PECOS information.



Health Product Store (Organizational Provider) has made business arrangements with a 3rd party consulting company, Billing Medical (3rd Party Organization) to manage their enrollment information in PECOS. Jane Foster is the Authorized Official of Health Product Store, Jack Lee is the Authorized Official of Billing Medical, and Tom (Staff) is a credentialing specialist that works for Billing Medical.

Assumption: Health Product Store already has an NPI, Billing Medical is already established in I&A, and Jane, Jack, and John are setup with their respective roles.

Jack Lee (Authorized Official of Billing Medical):

1. Logs in to I&A;
2. Goes to My Connections, and clicks Find Provider, under Billing Medical.;
3. Searches for Health Product Store by its NPI;
4. Selects Health Product Store and then the PECOS business function; and
5. Confirms the connection request.

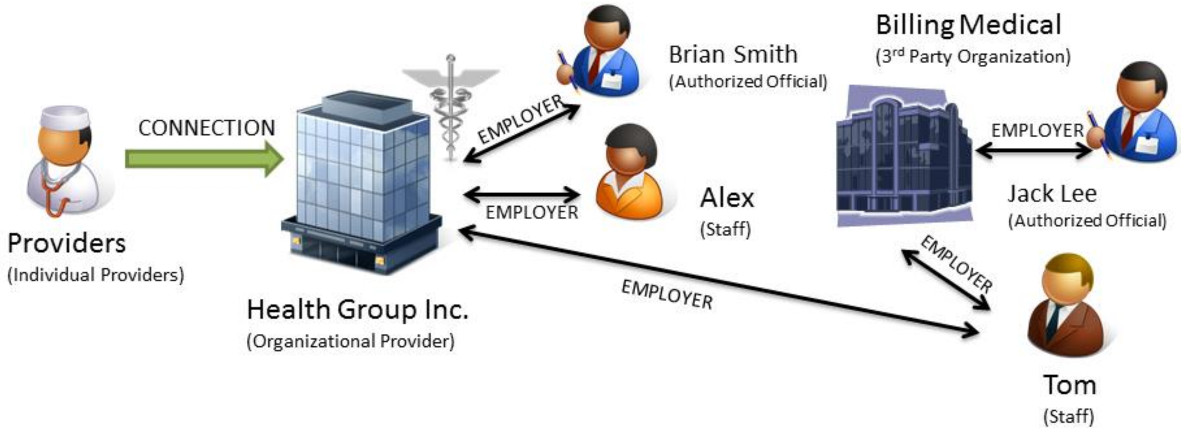
Jane Foster (Authorized Official of Health Product Store):

6. Health Product Store Authorized Official receives notification of the requested connection.
7. Logs in to I&A;
8. Sees the pending request on both the Home page and in the list of connections on the My Connections page;
9. Jane approves the request;
10. Jane receives notification of approved connection request;
11. Billing Medical receives notification of approved connection request.

These steps establish the connection (surrogacy relationship) between Health Product Store and Billing Medical - which allows any member of Billing Medical's Staff to access information for Health Product Store. If Billing Medical had established a Delegated Official they could also initiate the connection request.

Example #3: Group Practice hires 3rd Party Organization to manage PECOS and EHR information

Group Practice hires 3rd Party Consulting Organization to manage PECOS and EHR information for itself, AND all the Individual Providers who have already connected to it.



Health Group Inc. (Organizational Provider) has made business arrangements with a 3rd party consulting company, Billing Medical (3rd Party Organization) to manage their enrollment information in PECOS, and the enrollment information for all their Individual Providers who have previously connected to Health Group Inc. Brian Smith is the Authorized Official for Health Group and Alex (Staff) is the office manager. Jack Lee is the Authorized Official for Billing Medical, and Tom (Staff) is already a member of the Staff on Billing Medical, and will be the only person working on information for Health Group or any of its Providers.

Assumption: Health Group Inc. *already has an NPI, Billing Medical is already established in I&A, and both Brian and Tom are setup with their respective role, Individual Providers have established connections with Health Group Inc.*

Brian (Authorized Official):

1. Logs in to I&A;
2. Goes to My Staff, and clicks Add Staff;
3. Enters Tom's name and e-mail address;
4. Submits the request.

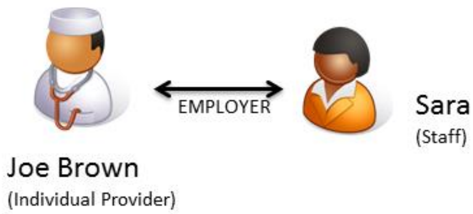
Tom (Staff of 3rd Party Organization):

5. Receives an e-mail requesting that he register as a staff for Health Group Inc.;
6. Selects the link from the e-mail;
7. Enters his e-mail address and the PIN provided in the e-mail;
8. Since Tom is already a registered user in I&A he log's in and finalizes the registration.
9. Upon successful registration Tom will now see he is a Staff member for Health Group Inc.

These steps establish the connection (surrogacy relationship) between Health Group Inc. and Billing Medical via Tom, a member of Billing Medical's staff. Tom from Billing Medical can now access information for Health Group Inc., AND all of the Individual Providers who have previously approved connections between themselves and Health Group Inc.

IMPORTANT NOTE: If Health Group Inc. creates a CONNECTION to Billing Medical rather than making an individual of Billing Medical's Staff a member of their staff, Billing Medical's Staff would only have access to the PECOS information for Health Group Inc., NOT any of the Individual Providers who previously authorized Health Group Inc. to work on their behalf.

Example #4: Individual Provider adds Office Manager to Update PECOS records.



Joe Brown (Individual Provider) has a private practice JB Medical Clinic. Sarah Douglas is Joe Brown's office manager and will be managing his enrollment information within PECOS and update information in EHR.

Assumption: Joe Brown already *has an NPI and is already established in I&A.*

Joe Brown (Individual Provider):

1. Logs in to I&A;
2. Goes to My Staff, and clicks Add Staff;
3. Enters Sarah's name and e-mail address;
4. Selects Sarah's employer (Joe) and Role - Staff End User and then the PECOS/EHR business function; and
5. Submits the request.

Sarah Douglas (Staff - Office Manager):

6. Sarah receives an e-mail requesting that she register as a staff end user for Joe;
7. Sarah selects the link from the e-mail;
8. Enters her e-mail address and PIN provided in the e-mail;
9. Since Sarah is not currently a registered user in I&A she will select Continue to Registration;
10. Sarah follows the screens through the Registration process.
11. Once registration is successful Sarah will see on her **My Profile** tab that she now a Staff End User for Joe Brown

These steps establish the employment relationship between Joe Brown and Sarah Douglas. Sarah Douglas. As a member of Joe Brown's Staff she can now act as a surrogate for Joe Brown.

Example #5: Individual Provider Hires 3rd Party Organization to Update PECOS records.

Joe Brown (Individual Provider) has a private practice JB Medical Clinic, and has made a business arrangements with a 3rd party consulting company, Billing Medical (3rd Party Organization) to manage his enrollment information in PECOS and EHR. Jack Lee is the Authorized Official of Billing Medical.

Assumption: Billing Medical is already established in I&A, and Jack is already setup as the AO. Joe Brown already *has an NPI and is already established in I&A.*

Jack Lee (AO for Billing Medical):

1. Logs in to I&A;
2. Goes to My Connections, and clicks Find Provider, under Billing Medical.;
3. Searches for Joe Brown by his NPI;
4. Selects him and then the PECOS, and EHR business functions; and
5. Confirms the connection request.

Joe Brown (Individual Provider):

6. Joe Brown receives notification of the requested connection.
7. Logs in to I&A;
8. Sees the pending request on both the Home page and in the list of connections on the My Connections page;
9. John approves the request;
10. Billing Medical receives notification of approved connection request

These steps establish the connection (surrogacy relationship) between Joe Brown and Billing Medical - which allows any member of Billing Medical's staff to access information for Joe Brown. If Billing Medical had established a Delegated Official they could also initiate the connection request.

Appendix A - Acronyms, Key Terms, and Definitions

Acronym	Description
AO	Authorized Official
DO	Delegated Official
EHR RNA	Electronic Health Records Registration & Attestation System
EUS	External User Services
HITECH	Health Information Technology for Economic and Clinical Health Act
I&A	Identity & Access system
IP	Individual Provider
NPI	National Provider Identifier
NPPES	National Plan & Provider Enumeration System
PECOS	Provider Enrollment, Chain and Ownership System
Staff End User (SEU)	Staff user who is allowed to work for an EIN/organization but does not have the authority to perform AO and DO tasks. Staff End Users only have access to those EINs, Individual Providers, and Business Functions granted to them by an AO or DO.
Status - Account/Profile	**Account/Profile Status** - Status of the user's account/profile. This is not the same as the user's status with his employer(s). ♦ **Active** - user successfully ID-proofed and can see his Home page and profile information (what he sees for the employer info is dependent on the status the user has with his employer(s)) ♦ **Deactivated** - deactivated by EUS (User must have their account Reactivated by EUS) ♦ **Disabled** - account has been "disabled" due to inactivity > X days but < Y days. (The user must reset their password.) ♦ **Archived** - account/profile has been archived due to inactivity > Y days. (The user must create a new account/profile.)
Status - Connection	**Connection Status** - Status of the a connection between two entities (provider + surrogate) ♦ **Approved** - Connection has been approved ♦ **Pending** - Connection request has been submitted but it has not yet been acted on ♦ **Disabled** - Previously approved connection has been disabled ♦ **Rejected** - Connection request was rejected and was never approved OR was not acted on within 30 days of its initiation ♦ **Deactivated** - Last Provider NPI associated with connection has been deactivated ♦ **Cancelled** - Connection was cancelled by the initiator before being acted on by the recipient
Status - E-mail	**E-mail Status** - status of an e-mail address ♦ **Validated** - e-mail address has been validated ♦ **Pending Validation** - e-mail address has been submitted for validation but user has not yet responded to the validation request ♦ **Not Validated** - e-mail address has not been validated nor has it been submitted for validation

<table>
<tr><th>Acronym</th><th>Description</th></tr>
<tr><td>Status - Employer</td><td>Employer Status - Status of the user with regards to employer(s). A user will have a status for each employer.
♦ Approved - user has been approved for the employer
♦ Pending Approval - user has not yet been approved for the employer. This may occur in the following situations:
• AO or DO awaiting vetting and approval by EUS for a new employer
• DO awaiting approval by AO for a new employer
• DO or Staff End User awaiting approval of a role change request
♦ Disassociated - user no longer has access to the employer
♦ Rejected - request for approval was rejected
♦ Archived - User's User ID has been archived</td></tr>
<tr><td>Status - Invitation</td><td>Invitation Status - status of a staff invitation request issued by an AO/DO/IP to a new staff user
♦ Registration Pending - an invitation has been issued but has not yet been responded to/acted on
♦ Registration Cancelled - a pending registration invitation was cancelled before the staff user responded to the invitation
♦ Expired - an invitation request that has been Pending Registration for more than 72 hours
♦ Accepted - invitation has been accepted by the user who received it</td></tr>
<tr><td>Status - PIN</td><td>PIN Status - status of a PIN that has been issued following a request
♦ Active - PIN is still active and can be used
♦ Expired - PIN has expired and can no longer be used.
♦ Used - PIN has been used and cannot be reused
♦ Cancelled - the action taken that resulted in the generation of the PIN was cancelled (e.g., when an AO/DO/IP cancels a staff user’s invitation before that staff user registers.)
♦ Deactivated - a user attempted to use PIN but was not able to enter the correct e-mail address in three tries. The PIN has been deactivated and cannot be used.</td></tr>
</table>